



# ADOPTED

BOARD OF SUPERVISORS  
COUNTY OF LOS ANGELES

#20 NOVEMBER 29, 2011

*Sachi A. Hamai*  
SACHI A. HAMAI  
EXECUTIVE OFFICER

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Chief Deputy Director

313 N. Figueroa Street, Suite 912  
Los Angeles, CA 90012

Tel: (213) 240-8101  
Fax: (213) 481-0503

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*To ensure access to high-quality,  
patient-centered, cost-effective  
health care to Los Angeles  
County residents through direct  
services at DHS facilities and  
through collaboration with  
community and university  
partners*



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November 29, 2011

The Honorable Board of Supervisors  
County of Los Angeles  
383 Kenneth Hahn Hall of Administration  
500 West Temple Street  
Los Angeles, California 90012

Dear Supervisors:

## **APPROVAL OF FINANCIAL REVENUE AND ANCILLARY SERVICES MASTER AGREEMENT (ALL SUPERVISORIAL DISTRICTS) (3 VOTES)**

### **SUBJECT**

Request approval to execute Master Agreements with multiple vendors for the provision of Financial Revenue and Ancillary Services for the Department of Health Services.

### **IT IS RECOMMENDED THAT YOUR BOARD:**

1. Approve and instruct the Director of Health Services, or his designee, to execute a Financial Revenue and Ancillary Services Master Agreement (FRASMA) with each of the vendors listed on Attachment A, for the provision of Financial Revenue and Ancillary Services, effective January 1, 2012 through December 31, 2013, with provisions to extend the Agreement term for up to two additional two-year periods.
2. Delegate authority to the Director of Health Services, or his designee, to execute Agreements with new qualified vendors under the Master Agreement who have been identified and selected through the Request for Statement of Qualifications (RFSQ) process for Workers' Compensation Identification and Recovery Services (WCIRS) and Patient Account Collection Letter Services (PACLS), during the term of the Master Agreement.
3. Delegate authority to the Director of Health Services, or his designee, to exercise two additional two-year extension options, through December 31,

2017, upon review and approval by County Counsel, with notification to your Board and the Chief Executive Office.

### **PURPOSE/JUSTIFICATION OF RECOMMENDED ACTION**

Approval of the first recommendation will allow the Director of Health Services (Director), or his designee, to execute Master Agreements, substantially similar to Exhibit I, for the continued provision of FRASMA at Department of Health Services (DHS) facilities. Approval of the recommended actions will allow for the effective administration of the FRAS Master Agreements and maximize DHS' revenue recovery. These Master Agreements replace the current agreements that expire January 31, 2012 for WCIRS and December 31, 2011 for PACLS.

After exhausting its own best efforts, DHS utilizes various revenue collection services agreements to maximize revenue recovery for patient services provided at DHS Facilities. The County has contracted for these services for several years. In addition to these services, the FRASMA will allow DHS to add additional categories of services with an addendum to the FRASMA Request For Statement of Qualifications and solicit for new pilot program collection services if these services become available to DHS.

Approval of the second and third recommendations will allow the Director to execute Agreements with new qualified vendors and exercise Master Agreement extension options through December 31, 2017.

DHS has contracted for WCIRS since 1998, and WCIRS serves as a "safety net" function to provide collections efforts in order to maximize potential Workers' Compensation (WC) revenue for DHS. Contractor provides screening and reviews patient data for potential WC cases. The Department refers accounts to WCIRS Contractors only after the County's and its primary contractors' best efforts to collect monies have been exhausted.

DHS has contracted for PACLS since 1981, and these services include a series of collection notices on patient delinquent accounts. The current Agreements with Computer Credit Inc. and USCB Inc. were awarded on March 21, 2006 by your Board as a result of an Invitation for Bids, and extended by amendment through December 31, 2011 with approval of your Board.

### **Implementation of Strategic Plan Goals**

The recommended action supports Goal 4, Health and Mental Health, of the County's Strategic Plan.

### **FISCAL IMPACT/FINANCING**

Under the Master Agreement, the contractor will be responsible for billing Workers' Compensation insurance for eligible patients for WCIRS, and directly notifying patients by data mailers and collection letters for PACLS. Net revenue and expenditures under the Master Agreements will vary depending on the volume of services referred by the County and completed by the contractors. Based on actual WCIRS collections for Fiscal Year (FY) 2010-11, the County's revenue is estimated at \$4,339,456 and fees are estimated at \$1,295,531, for a total net County revenue of \$3,043,925 for the term of the contract. Based on actual PACLS collections for FY 2010-11, the County's revenue is estimated at \$4,531,720 and fees are estimated at \$2,284,359, for total net County revenue of \$2,247,361 for the term of the contract. Funding is included in the FY 2011-12 Final Budget and will be requested in future fiscal years.

## **FACTS AND PROVISIONS/LEGAL REQUIREMENTS**

DHS has determined that the provisions of the Living Wage Program (County Code Chapter 2.201) do not apply to these agreements, since the services are provided on an as-needed basis. Account referrals made to each qualified Contractor fluctuate from month to month and there are no referral guarantees made by the County.

County Counsel has approved Exhibit I as to use and form. The Master Agreement includes all of the standard provisions mandated by the Board. Fees are standardized throughout all County facilities with implementation of this Master Agreement. The Agreement may be terminated for convenience by the County upon 10 days' prior written notice.

## **CONTRACTING PROCESS**

On October 7, 2011, DHS released a RFSQ for FRASMA, WCIRS and PACLS, posting it on the DHS Contracts and Grants website and the County "Doing Business with Us" website. The initial Statement of Qualifications (SOQ) submission deadline was October 31, 2011, and the three recommended firms submitted SOQs by this deadline. The RFSQ is open continuously for responses and SOQs will continue to be accepted and reviewed in accordance with the process. If qualified, additional firms will be offered the Master Agreement. Thereafter, from time to time Financial Revenue and Ancillary Services will be solicited under competitive conditions through work orders executed by DHS. Each bid opportunity will include a work order with a statement of work describing the services sought under a specific category.

In addition to WCIRS and PACLS, Contractors may provide services in a variety of FRASMA categories identified on Attachment B, if services in those categories are solicited by DHS. In the event that the County adds additional categories of services with an addendum to this RFSQ at a later time, all vendors will have an opportunity to submit an SOQ for the new category.

Approval of the Master Agreement does not guarantee a contractor any minimum amount of business. The County only incurs an obligation as individual work orders are issued. All active contractors can bid on services and receive work order availability notices released in the FRASMA categories where the contractor has been pre-qualified.

## **IMPACT ON CURRENT SERVICES (OR PROJECTS)**

Approval of the recommendations will ensure the effective administration of the FRAS Master Agreements and maximize DHS' revenue recovery.

The Honorable Board of Supervisors

11/29/2011

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Respectfully submitted,

A handwritten signature in black ink, appearing to read "Mitchell Katz". The signature is written in a cursive, flowing style.

Mitchell H. Katz, M.D.

Director

MHK:sd

Enclosures

c: Chief Executive Office  
County Counsel  
Executive Office, Board of Supervisors

FINANCIAL REVENUE AND ANCILLARY SERVICES MASTER AGREEMENT  
(FRASMA)  
RECOMMENDED CONTRACTOR LIST

<u>CONTRACTOR NAME</u>	<u>FRASMA CATEGORY (IES)</u>
1. Boehm & Associates	WCIRS
2. Southern California Medical Legal Consultants	WCIRS
3. USCB	WCIRS and PACLS

FINANCIAL REVENUE AND ANCILLARY SERVICES  
MASTER AGREEMENT (FRASMA) CATEGORIES

1.4.2.1. **Billing, Collection, Follow-Up and Support Services:**

Vendor must have capability of producing all inclusive claims (e.g., UBO4), and itemized claims as requested by Department of Health Services for the following categories listed below:

- **WCIRS**

Vendor's organization must have billed and collected a minimum of \$0.8 million on Worker's Compensation accounts for a medical facility(ies) in California for one (1) of the last five (5) years.

- **Third Party Payors**
- **Self Pay Accounts**
- **Health Care Plans**
- **Commercial Insurance**
- **Out of State Medicaid**

1.4.2.2. **Mailing Services and Support Services:**

- **PACLS**

Vendor must be generating over 500,000 mass mailings per year for a client in the healthcare industry.

1.4.2.3 **Financial Screening and Support Services:**

- **270/271 Identification**
- **Electronic Data Match for Third Party Eligibility**
- **Manual Research for Third Party Eligibility**
- **Patient Contact for Third Party Application Assistance/Completion Demographic Verification**

1.4.2.4 **Reporting and Support Services:**

- **Provide/Create reports needed for State or Federal audits, Cost Report**
- **Billing System/Professional Staff for claim processing Data Warehouse**
- **Clearing house**
- **Training**

**DEPARTMENT OF HEALTH SERVICES  
MASTER AGREEMENT**



**MASTER AGREEMENT**

**BY AND BETWEEN**

**COUNTY OF LOS ANGELES**

**DEPARTMENT OF HEALTH SERVICES**

**AND**

**(CONTRACTOR)**

**FOR**

**FINANCIAL REVENUE AND ANCILLARY SERVICES**

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**MASTER AGREEMENT BY AND BETWEEN  
COUNTY OF LOS ANGELES,  
DEPARTMENT OF HEALTH SERVICES  
AND  
\_\_\_\_\_  
FOR  
FINANCIAL REVIEW AND ANCILLARY SERVICES**

This Master Agreement and Exhibits made and entered into this \_\_\_\_ day of \_\_\_\_\_, 20\_\_ by and between the County of Los Angeles, Department of Health Services hereinafter referred to as County and \_\_\_\_\_, hereinafter referred to as Contractor. \_\_\_\_\_ is located at \_\_\_\_\_.

**RECITALS**

WHEREAS, the County may contract with private businesses for Financial Revenue and Ancillary Services (FRAS) when certain requirements are met; and

WHEREAS, the Contractor is a private firm specializing in providing FRAS; and

WHEREAS, this Master Agreement is therefore authorized under California Codes, Government Code Section 31000 which authorizes the Board of Supervisors to contract for special services; and

WHEREAS, the Board of Supervisors has authorized the Director of the Department of Health Services or designee to execute and administer this Master Agreement; and

WHEREAS, Contractor has submitted to County, in response to County's Request for Statement of Qualifications, a Statement of Qualifications regarding its experience and expertise to provide FRAS; and

WHEREAS, County has decided to award this Master Agreement to Contractor on the basis of representations by Contractor in its Statement of Qualifications; and

WHEREAS, County has determined that the purpose of this Master Agreement is for FRAS; and is of an extraordinary professional or technical nature.

NOW THEREFORE, in consideration of the mutual covenants contained herein, and for good and valuable consideration, the parties agree to the following:

### **1:0 APPLICABLE DOCUMENTS**

Exhibits A, B, C, D, E, F, G, and H are attached to and form a part of this Master Agreement. In the event of any conflict or inconsistency in the definition or interpretation of any word, responsibility, schedule, or the contents or description of any task, deliverable, goods, service, or other work, or otherwise between the base Master Agreement and the Exhibits, or between Exhibits, such conflict or inconsistency shall be resolved by giving precedence first to the Master Agreement and then to the Exhibits according to the following priority:

#### **Standard Exhibits:**

- 1.1 EXHIBIT A- Statement of Work
- 1.2 EXHIBIT B - County's Administration
- 1.3 EXHIBIT C - Contractor's Administration
- 1.4 EXHIBIT D - Contractor's EEO Certification
- 1.5 EXHIBIT E - Jury Service Ordinance
- 1.6 EXHIBIT F - Safely Surrendered Baby Law
- 1.7 EXHIBIT G - Contractor Acknowledgement and Confidentiality Agreement
- 1.8 EXHIBIT H - Contractor's Obligations As a "Business Associate" Under the Health Insurance Portability Accountability Act of 1996 (HIPAA) and Health Information Technology for Economic and Clinical Health Act (HITECH)

This Master Agreement and the Exhibits hereto constitute the complete and exclusive statement of understanding between the parties, and supersedes all previous Master Agreements, written and oral, and all communications between the parties relating to the subject matter of this Master Agreement. No change to this Master Agreement shall be valid unless prepared pursuant to sub-paragraph 8.1 - Amendments and signed by both parties.

## **2.0 DEFINITIONS**

The headings herein contained are for convenience and reference only and are not intended to define the scope of any provision thereof. The following words as used herein shall be construed to have the following meaning, unless otherwise apparent from the context in which they are used.

- 2.1 Categories:** Categories include FRAS related work for which the County is seeking qualified vendors to perform services.
- 2.2 Contractor Project Manager:** The individual designated by the Contractor to administer the Master Agreement operations after the Master Agreement award.
- 2.3 Day(s):** Calendar day(s) unless otherwise specified.
- 2.4 DHS:** Department of Health Services
- 2.5 Director:** Director of the Department of Health Services or his/her authorized designee.
- 2.6 Facility:** Medical Centers, Rehabilitation Centers, Health Centers, or Ambulatory Care Centers all within Department of Health Services.
- 2.7 County Project Director:** Person designated by Director with authority to resolve disputes between the DHS and Contractor, approve policy and procedural changes, approve payments and resolve operational issues.
- 2.8 Facility Contact Person:** Person designated as chief contact person with respect to the day-to-day administration of the Master Agreement.

- 2.9 **Fiscal Year:** The twelve (12) month period beginning July 1st and ending the following June 30th.
- 2.10 **Master Agreement:** County's standard agreement executed between County and individual Contractors
- 2.11 **Qualified Contractor:** A Contractor who: 1) has submitted a Statement of Qualifications (SOQ) in response to County's Request for Statement of Qualifications (RFSQ); 2) has met the minimum qualifications listed in the RFSQ; 3) has an executed Master Agreement with the Department of Health Services; and 4) is in compliance with the terms and conditions and whose evidence of insurance requirements have all been received by the Department and are valid and in effect upon start of work.
- 2.12 **Request For Statement of Qualifications (RFSQ):** A solicitation based on establishing a pool of Qualified Vendors to provide services through Master Agreements.
- 2.13 **Statement of Qualifications (SOQ):** A Contractor's response to an RFSQ.
- 2.14 **Statement of Work (SOW):** A written description of tasks and/or deliverables, Fee Schedules and monitoring reports desired by County.

### **3.0 WORK**

- 3.1 The Contractor shall fully perform, complete and deliver on time, all tasks, deliverables, services and other work as set forth herein.
- 3.2 If Contractor provides any task, deliverable, service, or other work to County other than as specified in this Master Agreement, the same shall be deemed a gratuitous effort on the part of Contractor for which Contractor shall have no claim whatsoever against County.

### **4.0 TERM OF MASTER AGREEMENT**

- 4.1 This Master Agreement is effective upon the date of its execution by the Director of DHS or his/her designee as authorized by the Board of Supervisors. This Master Agreement shall expire on



December 31, 2013 unless sooner extended or terminated, in whole or in part, as provided herein.

- 4.2 The County shall have the sole option to extend the Master Agreement term for up to two (2) additional two-year periods, for a maximum total Master Agreement term of six (6) years. Each such option and extension shall be exercised at the sole discretion of the Director or his/her designee as authorized by the Board of Supervisors in accordance with sub-paragraph 8.1 - Amendments.
- 4.3 Contractor shall notify DHS when this Master Agreement is within six (6) months from the expiration of the term as provided for hereinabove. Upon occurrence of this event, Contractor shall send written notification to the DHS at the address herein provided in Exhibit A.

## **5.0 MASTER AGREEMENT SUM**

- 5.1 Contractor shall not be entitled to any payment by County under this Master Agreement except pursuant to validly executed and satisfactorily performed services specifically requested of the Contractor by the County in accordance with each Work Order that may be subsequently attached hereto and incorporated herein by amendment.
- 5.2 The Contractor shall not be entitled to payment or reimbursement for any tasks or services performed, nor for any incidental or administrative expenses whatsoever incurred in or incidental to performance hereunder, except as specified herein.
- 5.3 The Contractor's shall bill the County in arrears per Fee Schedule(s), Attachment B, in each, if any, Work Order that is subsequently attached hereto and incorporated herein by amendment.
- 5.4 Billings by Contractor shall identify the month, day, and year of billing invoice reference number, any adjustments credited to each service with explanations, and beginning and ending invoice

balances. Billings shall be made and forwarded to County to the address provided by Facility requesting service and in accordance with the Statement of Work, attached herein. For purposes of this Master Agreement, County agrees to compensate Contractor, in accordance with the terms and conditions set forth in any Fee Schedule(s), Attachment B, in each Work Order that may be subsequently attached hereto and incorporated herein by amendment.

**5.5** Assumption or takeover of any of the Contractor's duties, responsibilities, or obligations, or performance of same by any entity other than the Contractor, whether through assignment, subcontract, delegation, merger, buyout, or any other mechanism, with or without consideration for any reason whatsoever, shall occur only with the County's express prior written approval.

**5.6 Contractor's Close-Out Obligations:** Contractor shall continue to process all accepted accounts in Contractor's inventory that have been referred to Contractor prior to the time of expiration of this Master Agreement, unless the Master Agreement is sooner terminated with or without cause by County. Contractor shall complete the processing of all such accounts and make every effort to expedite close-out. Contractor shall complete the processing of all such accepted accounts in accordance with the terms and conditions of this Master Agreement, as well as all required reports.

**5.7 No Payment for Services Provided Following Expiration/  
Termination of Master Agreement**

Contractor shall have no claim against County for payment of any money or reimbursement, of any kind whatsoever, for any service provided by Contractor after the expiration or other termination of this Master Agreement. Should Contractor receive any such payment it shall immediately notify County and shall immediately repay all such funds to County. Payment by

County for services rendered after expiration/termination of this Master Agreement shall not constitute a waiver of County's right to recover such payment from Contractor. This provision shall survive the expiration or other termination of this Master Agreement.

## **5.8 Invoices and Payments**

- 5.8.1 The Contractor shall invoice the County in arrears only for providing the tasks, deliverables, goods, services, and other work specified in each Work Order that may be subsequently attached hereto and incorporated herein by amendment, and elsewhere hereunder. The Contractor shall prepare invoices, which shall include the charges owed to the Contractor by the County under the terms of this Master Agreement. The Contractor shall be paid only for the tasks, deliverables, goods, services, and other work approved in writing by the County. If the County does not approve work in writing no payment shall be due to the Contractor for that work.
- 5.8.2 The Contractor's invoices shall be priced in accordance with paragraph 5.0 – Master Agreement Sum and in Fee Schedule(s), Attachment B, in each Work Order that may be subsequently attached hereto and incorporated herein by amendment.
- 5.8.3 The Contractor's invoices shall contain the information describing the tasks, deliverables, goods, services, work hours, and facility and/or other work for which payment is claimed.
- 5.8.4 The Contractor shall submit the monthly invoices to the County by the 15<sup>th</sup> calendar day of the month following the month of service.

5.8.5 All invoices under this Agreement shall be submitted in two (2) copies:

The first copy shall be submitted to the applicable facility related to or requesting services at one of the following addresses:

1. Rancho Los Amigos National Rehabilitation Center  
Finance Administration  
SSA Building Room 2208  
7601 East Imperial Highway  
Downey, California 90242
2. Martin Luther King, Jr. Multi-Service  
Ambulatory Care Center  
c/o Art Bernal  
Consolidated Business Office  
5555 Ferguson Dr. Suite 310-15  
Commerce, CA 90022
3. High Desert Multi-Service Ambulatory Care Center  
c/o Art Bernal  
Consolidated Business Office  
5555 Ferguson Dr. Suite 310-15  
Commerce, CA 90022
4. LAC + USC Healthcare Network  
c/o Art Bernal  
Consolidated Business Office  
5555 Ferguson Dr. Suite 310-15  
Commerce, CA 90022
5. Olive View - UCLA Medical Center  
c/o Sam Hudson, Patient Accounts  
14445 Olive View Dr  
Sylmar, CA 91342
6. Harbor - UCLA Medical Center  
1000 W Carson St, Box 471  
Torrance CA 90509  
Attn: Linda Edwards

The second copy shall be submitted to the DHS Revenue Management Office at the following addresses:

County of Los Angeles - Department of Health Services  
Health Services Administration - Revenue Management  
313 N. Figueroa Street, Room 332  
Los Angeles, CA 90012  
Attn: County Project Director

**5.8.6 County Approval of Invoices**

All invoices submitted by the Contractor for payment must have the written approval of the Facility Contact Person prior to any payment thereof. In no event shall the County be liable or responsible for any payment prior to such written approval. Approval for payment will not be unreasonably withheld.

**5.8.7 Local Small Business Enterprises (SBE) – Prompt Payment Program**

Certified Local SBEs will receive prompt payment for services they provide to County departments. Prompt payment is defined as 15 calendar days after receipt of an undisputed invoice.

**5.8.8 County Rights to Re-bid Prices/Fees**

Throughout the term of the Agreement, the County reserves the right to re-bid any service category at the County's sole discretion.

## **6.0 ADMINISTRATION OF MASTER AGREEMENT - COUNTY COUNTY ADMINISTRATION**

The Director shall have the authority to administer this Master Agreement on behalf of the County. Director retains professional and administrative responsibility for the services rendered under this Master Agreement. A listing of all County Administration referenced in the following subparagraphs are designated in Exhibit B. The County shall notify the Contractor in writing of any change in the names or addresses shown.

#### **6.1 County Project Director**

The County Project Director, or designee has the authority to resolve disputes between the DHS and Contractor, approve policy and procedural changes, approve payments and resolve operational issues.

#### **6.2 Facility Contact Person**

The Facility's Contact Person is County's chief contact person with respect to the day-to-day administration of this Master Agreement.

### **7.0 ADMINISTRATION OF MASTER AGREEMENT - CONTRACTOR**

#### **7.1 Contractor's Project Manager**

7.1.1 Contractor's Project Manager is designated in Exhibit C. The Contractor shall notify the County in writing of any change in the name or address of the Contractor's Project Manager.

7.1.2 Contractor's Project Manager shall be responsible for Contractor's day-to-day activities as related to this Master Agreement and shall coordinate with County Project Director and Facility Contact Person on a regular basis.

#### **7.2 Contractor's Authorized Official(s)**

7.2.1 Contractor's Authorized Official(s) are designated in Exhibit C. Contractor shall promptly notify County in writing of any change in the name(s) or address(es) of Contractor's Authorized Official(s).

7.2.2 Contractor represents and warrants that all requirements of Contractor have been fulfilled to provide actual authority to such officials to execute documents under this Master Agreement on behalf of Contractor.

#### **7.3 Approval of Contractor's Staff**

County has the absolute right to approve or disapprove all of Contractor's staff performing work hereunder and any proposed

changes in Contractor's staff, including, but not limited to, Contractor's Project Manager. Contractor shall provide County with a resume of each proposed substitute and an opportunity to interview such person prior to any staff substitution.

#### **7.4 Contractor's Staff Identification**

Contractor shall provide, at Contractor's expense, all staff providing services under this Master Agreement with a photo identification badge.

#### **7.5 Background and Security Investigations**

7.5.1 Contractor staff performing work under this Master Agreement may undergo and pass, to the satisfaction of County, a background investigation as a condition of beginning and continuing to work under this Master

Agreement. County shall use its discretion in determining the method of background clearance to be used, which may include but is not limited to fingerprinting. The fees associated with obtaining the background information shall be at the expense of the Contractor, regardless if the Contractor's staff passes or fails the background clearance investigation. County may perform the background check and bill Contractor for the cost or deduct such amount from funds owed by County to Contractor.

7.5.2 County may request that the Contractor's staff be immediately removed from working on the County Master Agreement at any time during the term of this Master Agreement. County will not provide to the Contractor nor to the Contractor's staff any information obtained through the County conducted background clearance.

7.5.3 County may immediately, at the sole discretion of the County, deny or terminate facility access to the

Contractor's staff that do not pass such investigation(s) to the satisfaction of the County whose background or conduct is incompatible with County facility access.

- 7.5.4 Disqualification, if any, of the Contractor's staff, pursuant to this sub-paragraph 7.5, shall not relieve the Contractor of its obligation to complete all work in accordance with the terms and conditions of this Master Agreement.

## **7.6 Confidentiality**

- 7.6.1 Contractor shall maintain the confidentiality of all records and information, including, but not limited to, billings, County records and patient records, in accordance with all applicable Federal, State and local laws, rules, regulations, ordinances, directives, guidelines, policies and procedures relating to confidentiality, including, without limitation, County policies concerning information technology security and the protection of confidential records and information.
- 7.6.2 Contractor shall indemnify, defend, and hold harmless County, its Special Districts, elected and appointed officers, employees, and agents, from and against any and all claims, demands, damages, liabilities, losses, costs and expenses, administrative penalties and fines assessed including, without limitation, defense costs and legal, accounting and other expert, consulting, or professional fees, arising from, connected with, or related to any failure by Contractor, its officers, employees, agents, or subcontractors, to comply with this sub-paragraph 7.6, as determined by County in its sole judgment. Any legal defense pursuant to Contractor's indemnification obligations under this sub-paragraph 7.6 shall be conducted by Contractor and performed by counsel selected by Contractor and approved by County.



Notwithstanding the preceding sentence, County shall have the right to participate in any such defense at its sole cost and expense, except that in the event Contractor fails to provide County with a full and adequate defense, as determined by County in its sole judgment, County shall be entitled to retain its own counsel, including, without limitation, County Counsel, and reimbursement from Contractor for all such costs and expenses incurred by County in doing so. Contractor shall not have the right to enter into any settlement, agree to any injunction, or make any admission, in each case, on behalf of County without County's prior written approval.

- 7.6.3 Contractor shall inform all of its officers, employees, agents and subcontractors providing services hereunder of the confidentiality and indemnification provisions of this Agreement.
- 7.6.4 Contractor shall sign and adhere to the provisions of the "Contractor Acknowledgement and Confidentiality Agreement", Exhibit G.

## **8.0 STANDARD TERMS AND CONDITIONS**

### **8.1 AMENDMENTS**

- 8.1.1 The County's Board of Supervisors or Chief Executive Officer or designee may require the addition and/or change of certain terms and conditions in the Master Agreement during the term of this Master Agreement. The County reserves the right to add and/or change such provisions as required by the County's Board of Supervisors or Chief Executive Officer. To implement such orders, an Amendment to the Master Agreement shall be prepared by the County and executed by the Contractor and by Director or his/her designee.

8.1.2 The Director of DHS, or his/her designee, may at his/her sole discretion, authorize extensions of time as defined in paragraph 4.0 - Term of Master Agreement. The Contractor agrees that such extensions of time shall not change any other term or condition of this Master Agreement during the period of such extensions. To implement an extension of time, an Amendment to the Master Agreement shall be prepared by the County and executed by the Contractor and by Director or his/her designee.

## **8.2 ASSIGNMENT AND DELEGATION**

8.2.1 The Contractor shall not assign its rights or delegate its duties under this Master Agreement, or both, whether in whole or in part, without the prior written consent of County, in its discretion, and any attempted assignment or delegation without such consent shall be null and void. For purposes of this sub-paragraph, County consent shall require a written amendment to the Master Agreement, which is formally approved and executed by the parties. Any payments by the County to any approved delegate or assignee on any claim under this Master Agreement shall be deductible, at County's sole discretion, against the claims, which the Contractor may have against the County.

8.2.2 Shareholders, partners, members, or other equity holders of Contractor may transfer, sell, exchange, assign, or divest themselves of any interest they may have therein. However, in the event any such sale, transfer, exchange, assignment, or divestment is effected in such a way as to give majority control of Contractor to any person(s), corporation, partnership, or legal entity other than the majority controlling interest therein at the time of execution

of the Master Agreement, such disposition is an assignment requiring the prior written consent of County in accordance with applicable provisions of this Master Agreement.

- 8.2.3 Any assumption, assignment, delegation, or takeover of any of the Contractor's duties, responsibilities, obligations, or performance of same by any entity other than the Contractor, whether through assignment, subcontract, delegation, merger, buyout, or any other mechanism, with or without consideration for any reason whatsoever without County's express prior written approval, shall be a material breach of the Master Agreement which may result in the termination of this Master Agreement. In the event of such termination, County shall be entitled to pursue the same remedies against Contractor as it could pursue in the event of default by Contractor.

### **8.3 AUTHORIZATION WARRANTY**

The Contractor represents and warrants that the person executing this Master Agreement for the Contractor is an authorized agent who has actual authority to bind the Contractor to each and every term, condition, and obligation of this Master Agreement and that all requirements of the Contractor have been fulfilled to provide such actual authority.

### **8.4 CERTIFICATION REGARDING DEBARMENT, SUSPENSION, INELIGIBILITY AND VOLUNTARY EXCLUSION – LOWER TIER COVERED TRANSACTIONS (45 C.F.R. PART 76)**

Contractor hereby acknowledges that the County is prohibited from contracting with and making sub-awards to parties that are suspended, debarred, ineligible, or excluded or whose principals are suspended, debarred, ineligible, or excluded from securing federally funded contracts. By executing this Master Agreement, Contractor certifies that neither it nor any of its owners, officers, partners, or

directors or other principals is currently suspended, debarred, ineligible, or excluded from securing federally funded contracts. Further, by executing this Master Agreement, Contractor certifies that, to its knowledge, none of its subcontractors, at any tier, or any owner, officer, partner, director, or other principal of any subcontractor is currently suspended, debarred, ineligible, or excluded from securing federally funded contracts. Contractor shall immediately notify County in writing, during the term of this Master Agreement, should it or any of its subcontractors or any principals of either be suspended, debarred, ineligible, or excluded from securing federally funded contracts. Failure of Contractor to comply with this provision shall constitute a material breach of this Master Agreement upon which the County may immediately terminate or suspend this Master Agreement.

#### **8.5 COMPLAINTS**

The Contractor shall develop, maintain and operate procedures for receiving, investigating and responding to complaints.

8.5.1 Within ten (10) business days after the Master Agreement effective date, the Contractor shall provide the County with the Contractor's policy for receiving, investigating and responding to user complaints.

8.5.2 The County will review the Contractor's policy and provide the Contractor with approval of said plan or with requested changes.

8.5.3 If the County requests changes in the Contractor's policy, the Contractor shall make such changes and resubmit the plan within ten (10) business days for County approval.

8.5.4 If, at any time, the Contractor wishes to change the Contractor's policy, the Contractor shall submit proposed changes to the County for approval before implementation.

- 8.5.5 The Contractor shall preliminarily investigate all complaints and notify the Facility's Contact Person of the status of the investigation within ten (10) business days of receiving the complaint.
- 8.5.6 When complaints cannot be resolved informally, a system of follow-through shall be instituted which adheres to formal plans for specific actions and strict time deadlines.
- 8.5.7 Copies of all written responses shall be sent to the Facility Contact Person within ten (10) business days of mailing to the complainant.

## **8.6 COMPLIANCE WITH APPLICABLE LAWS, RULES AND REGULATIONS**

- 8.6.1 In the performance of this Master Agreement, Contractor shall comply with all current and applicable Federal, State and local laws, rules, regulations, ordinances, directives, guidelines, policies and procedures, including, but not limited to standards of The Joint Commission, its National Patient Safety Goals, California Code of Regulations, Title 22, Division 5 regulations and all other applicable industry best practices standards. All provisions required thereby to be included in this Master Agreement are incorporated herein by reference.
- 8.6.2 Contractor shall indemnify, defend, and hold harmless County, its officers, employees, and agents, from and against any and all claims, demands, damages, liabilities, losses, administrative penalties and fines assessed, costs, and expenses, including, without limitation, defense costs and legal, accounting and other expert, consulting or professional fees, arising from, connected with, or related to any failure by Contractor, its officers, employees, agents, or subcontractors, to comply with any such laws,

rules, regulations, ordinances, directives, guidelines, policies, or procedures, as determined by County in its sole judgment. Any legal defense pursuant to Contractor's indemnification obligations under this sub-paragraph 8.6 shall be conducted by Contractor and performed by counsel selected by Contractor and approved by County. Notwithstanding the preceding sentence, County shall have the right to participate in any such defense at its sole cost and expense, except that in the event Contractor fails to provide County with a full and adequate defense, as determined by County in its sole judgment, County shall be entitled to retain its own counsel, including, without limitation, County Counsel, and reimbursement from Contractor for all such costs and expenses incurred by County in doing so. Contractor shall not have the right to enter into any settlement, agree to any injunction or other equitable relief, or make any admission, in each case, on behalf of County without County's prior written approval.

**8.7 COMPLIANCE WITH CIVIL RIGHTS LAWS -  
ANTIDISCRIMINATION AND AFFIRMATIVE ACTION LAWS**

8.7.1 The Contractor hereby assures that it will comply with Subchapter VI of the Civil Rights Act of 1964, 42 USC Sections 2000 (e) (1) through 2000 (e) (17); the Fair Employment & Housing Act, Government Code Section 12920-12922; and Affirmative Action in County Agreements, Chapter 4.32 of the Los Angeles County Code to the end that no person shall, on the grounds of race, color, religious creed, ancestry, national origin, sex, sexual orientation, age, physical or mental disability, medical condition, marital status, or political affiliation, be excluded from participation in, be denied the benefits of, or

be otherwise subjected to discrimination under this Master Agreement or under any project, program, or activity supported by this Agreement.

- 8.7.2 The Contractor certifies and agrees that all persons employed by it, its affiliates, subsidiaries, or holding companies are and shall be treated equally without regard to or because of race, color, religious creed, ancestry, national origin, sex, sexual orientation, age, physical or mental disability, medical condition, marital status, or political affiliation, in compliance with all applicable Federal and State anti-discrimination laws and regulations.
- 8.7.3 The Contractor shall take affirmative action to ensure that applicants are employed, and that employees are treated during employment, without regard to race, color, religious creed, ancestry, national origin, sex, sexual orientation, age, physical or mental disability, medical condition, marital status, or political affiliation, in compliance with all applicable Federal and State anti-discrimination laws and regulations. Such action shall include, but is not limited to: employment, upgrading, demotion, transfer, recruitment or recruitment advertising, layoff or termination, rates of pay or other forms of compensation, and selection for training, including apprenticeship.
- 8.7.4 The Contractor certifies and agrees that it will deal with its subcontractors, bidders, or vendors without regard to or because of race, color, religious creed, ancestry, national origin, sex, sexual orientation, age, physical or mental disability, medical condition, marital status, or political affiliation.
- 8.7.5 The Contractor certifies and agrees that it, its affiliates, subsidiaries, or holding companies shall comply with all

applicable Federal and State laws and regulations to the end that no person shall, on the grounds of race, color, religious creed, ancestry, national origin, sex, sexual orientation, age, physical or mental disability, medical condition, marital status, or political affiliation, be excluded from participation in, be denied the benefits of, or be otherwise subjected to discrimination under this Master Agreement or under any project, program, or activity supported by this Master Agreement.

8.7.6 The Contractor shall allow County representatives access to the Contractor's employment records during regular business hours to verify compliance with the provisions of this sub-paragraph 8.7 when so requested by the County.

8.7.7 If the County finds that any provisions of this sub-paragraph 8.7 have been violated, such violation shall constitute a material breach of this Master Agreement upon which the County may terminate or suspend this Master Agreement. While the County reserves the right to determine independently that the anti-discrimination provisions of this Master Agreement have been violated, in addition, a determination by the California Fair Employment Practices Commission or the Federal Equal Employment Opportunity Commission that the Contractor has violated Federal or State anti-discrimination laws or regulations shall constitute a finding by the County that the Contractor has violated the anti-discrimination provisions of this Master Agreement.

8.7.8 The parties agree that in the event the Contractor violates any of the anti-discrimination provisions of this Master Agreement, the County shall, at its sole option, be entitled to the sum of Five Hundred Dollars (\$500) for each such



violation pursuant to California Civil Code Section 1671 as liquidated damages in lieu of terminating or suspending this Master Agreement.

**8.7.9 Antidiscrimination in Services:**

Contractor shall not discriminate in the provision of services hereunder because of race, color, religious creed, national origin, ethnic group identification, ancestry, age, sex, sexual orientation, medical condition, marital status, political affiliation, or physical or mental disability in accordance with requirements of Federal and State laws. For the purpose of this sub-paragraph, discrimination in the provision of services may include, but is not limited to, the following: Denying any person any service or benefit or the availability of a facility; providing any service or benefit to a person which is not equivalent or is provided in a non-equivalent manner or at a non-equivalent time, from that provided to others; subjecting any person to segregation or separate treatment in any manner related to the receipt of any service; restricting any person in any way in the enjoyment of any advantage or privilege enjoyed by others receiving any service or benefit; and treating any person differently from others in determining admission, enrollment quota, eligibility, membership, or any other requirements or conditions which persons must meet in order to be provided any service or benefit. Contractor shall take affirmative action to ensure that intended beneficiaries of this Master Agreement are provided services without regard to race, color, religious creed, national origin, ethnic group identification, ancestry, sex, sexual orientation, age, medical condition, marital status, political affiliation, physical or mental disability.

8.7.10 The Contractor shall certify to, and comply with, the provisions of Exhibit D - Contractor's EEO Certification.

## **8.8 COMPLIANCE WITH COUNTY'S JURY SERVICE PROGRAM**

### **8.8.1 Jury Service Program:**

This Master Agreement is subject to the provisions of the County's ordinance entitled Contractor Employee Jury Service ("Jury Service Program") as codified in Sections 2.203.010 through 2.203.090 of the Los Angeles County Code, a copy of which is attached as Exhibit E and incorporated by reference into and made part of this Master Agreement.

### **8.8.2 Written Employee Jury Service Policy**

1. Unless Contractor has demonstrated to the County's satisfaction either that Contractor is not a "Contractor" as defined under the Jury Service Program (Section 2.203.020 of the County Code) or that Contractor qualifies for an exception to the Jury Service Program (Section 2.203.070 of the County Code), Contractor shall have and adhere to a written policy that provides that its Employees shall receive from the Contractor, on an annual basis, no less than five days of regular pay for actual jury service. The policy may provide that Employees deposit any fees received for such jury service with the Contractor or that the Contractor deduct from the Employee's regular pay the fees received for jury service.
2. For purposes of this sub-paragraph, "Contractor" means a person, partnership, corporation or other entity which has a contract with the County or a subcontract with a County Contractor and has received or will receive an aggregate sum of \$50,000 or more in any

12-month period under one or more County contracts or subcontracts. "Employee" means any California resident who is a full time employee of Contractor. "Full-time" means 40 hours or more worked per week, or a lesser number of hours if: 1) the lesser number is a recognized industry standard as determined by the County, or 2) Contractor has a long-standing practice that defines the lesser number of hours as full-time. Full-time employees providing short-term, temporary services of 90 days or less within a 12-month period are not considered full-time for purposes of the Jury Service Program. If Contractor uses any subcontractor to perform services for the County under the Master Agreement, the subcontractor shall also be subject to the provisions of this sub-paragraph. The provisions of this sub-paragraph shall be inserted into any such subcontract agreement and a copy of the Jury Service Program shall be attached to the agreement.

3. If Contractor is not required to comply with the Jury Service Program when the Master Agreement commences, Contractor shall have a continuing obligation to review the applicability of its "exception status" from the Jury Service Program, and Contractor shall immediately notify County if Contractor at any time either comes within the Jury Service Program's definition of "Contractor" or if Contractor no longer qualifies for an exception to the Jury Service Program. In either event, Contractor shall immediately implement a written policy consistent with the Jury Service Program. The County may also require, at any time during the Master Agreement and at its sole discretion,

that Contractor demonstrate to the County's satisfaction that Contractor either continues to remain outside of the Jury Service Program's definition of "Contractor" and/or that Contractor continues to qualify for an exception to the Program.

4. Contractor's violation of this sub-paragraph of the Master Agreement may constitute a material breach of the Master Agreement. In the event of such material breach, County may, in its sole discretion, terminate the Master Agreement and/or bar Contractor from the award of future County contracts for a period of time consistent with the seriousness of the breach.

## **8.9 CONFLICT OF INTEREST**

- 8.9.1 No County employee whose position with the County enables such employee to influence the award or administration of this Master Agreement or any competing Master Agreement, and no spouse or economic dependent of such employee, shall be employed in any capacity by the Contractor or have any other direct or indirect financial interest in this Master Agreement. No officer or employee of the Contractor who may financially benefit from the performance of work hereunder shall in any way participate in the County's approval, or ongoing evaluation, of such work, or in any way attempt to unlawfully influence the County's approval or ongoing evaluation of such work.
- 8.9.2 The Contractor shall comply with all conflict of interest laws, ordinances, and regulations now in effect or hereafter to be enacted during the term of this Master Agreement. The Contractor warrants that it is not now aware of any facts that create a conflict of interest. If the Contractor hereafter becomes aware of any facts that might

reasonably be expected to create a conflict of interest, it shall immediately make full written disclosure of such facts to the County. Full written disclosure shall include, but is not limited to, identification of all persons implicated and a complete description of all relevant circumstances. Failure to comply with the provisions of this sub-paragraph 8.9 shall be a material breach of this Master Agreement.

**8.10 CONSIDERATION OF HIRING COUNTY EMPLOYEES  
TARGETED FOR LAYOFF/OR RE-EMPLOYMENT LIST**

Should the Contractor require additional or replacement personnel after the effective date of this Master Agreement to perform the services set forth herein, the Contractor shall give first consideration for such employment openings to qualified, permanent County employees who are targeted for layoff or qualified, former County employees who are on a re-employment list during the life of this Master Agreement.

**8.11 CONSIDERATION OF HIRING GAIN/GROW PROGRAM  
PARTICIPANTS**

8.11.1 Should the Contractor require additional or replacement personnel after the effective date of this Master Agreement, the Contractor shall give consideration for any such employment openings to participants in the County's Department of Public Social Services Greater Avenues for Independence (GAIN) Program or General Relief Opportunity for Work (GROW) Program who meet the Contractor's minimum qualifications for the open position. If the Contractor decides to pursue consideration of GAIN/GROW participants for hiring, the Contractor shall provide information regarding job openings and job requirements to DPSS' GAIN/GROW staff at [GAINGROW@dpss.lacounty.gov](mailto:GAINGROW@dpss.lacounty.gov). The County will refer

GAIN/GROW participants by job category to the Contractor.

- 8.11.2 In the event that both laid-off County employees and GAIN/GROW participants are available for hiring, County employees shall be given first priority.

## **8.12 CONTRACTOR RESPONSIBILITY AND DEBARMENT**

### **8.12.1 Responsible Contractor**

A responsible Contractor is a Contractor who has demonstrated the attribute of trustworthiness, as well as quality, fitness, capacity and experience to satisfactorily perform the Master Agreement. It is the County's policy to conduct business only with responsible Contractors.

### **8.12.2 Chapter 2.202 of the County Code**

The Contractor is hereby notified that, in accordance with Chapter 2.202 of the County Code, if the County acquires information concerning the performance of the Contractor on this or other contracts which indicates that the Contractor is not responsible, the County may, in addition to other remedies provided in this Master Agreement, debar the Contractor from bidding or proposing on, or being awarded, and/or performing work on County contracts for a specified period of time, which generally will not exceed five years but may exceed five years or be permanent if warranted by the circumstances, and terminate any or all existing Contracts the Contractor may have with the County.

### **8.12.3 Non-responsible Contractor**

The County may debar a Contractor if the Board of Supervisors finds, in its discretion, that the Contractor has done any of the following: (1) violated a term of a contract with the County or a nonprofit corporation created by the County, (2) committed an act or omission which negatively

reflects on the Contractor's quality, fitness or capacity to perform a contract with the County, any other public entity, or a nonprofit corporation created by the County, or engaged in a pattern or practice which negatively reflects on same, (3) committed an act or offense which indicates a lack of business integrity or business honesty, or (4) made or submitted a false claim against the County or any other public entity.

#### **8.12.4 Contractor Hearing Board**

1. If there is evidence that the Contractor may be subject to debarment, the Department will notify the Contractor in writing of the evidence which is the basis for the proposed debarment and will advise the Contractor of the scheduled date for a debarment hearing before the Contractor Hearing Board.
2. The Contractor Hearing Board will conduct a hearing where evidence on the proposed debarment is presented. The Contractor and/or the Contractor's representative shall be given an opportunity to submit evidence at that hearing. After the hearing, the Contractor Hearing Board shall prepare a tentative proposed decision, which shall contain a recommendation regarding whether the Contractor should be debarred, and, if so, the appropriate length of time of the debarment. The Contractor and the Department shall be provided an opportunity to object to the tentative proposed decision prior to its presentation to the Board of Supervisors.
3. After consideration of any objections, or if no objections are submitted, a record of the hearing, the proposed decision, and any other recommendation of

the Contractor Hearing Board shall be presented to the Board of Supervisors. The Board of Supervisors shall have the right to modify, deny, or adopt the proposed decision and recommendation of the Contractor Hearing Board.

4. If a Contractor has been debarred for a period longer than five (5) years, that Contractor may after the debarment has been in effect for at least five (5) years, submit a written request for review of the debarment determination to reduce the period of debarment or terminate the debarment. The County may, in its discretion, reduce the period of debarment or terminate the debarment if it finds that the Contractor has adequately demonstrated one or more of the following: (1) elimination of the grounds for which the debarment was imposed; (2) a bona fide change in ownership or management; (3) material evidence discovered after debarment was imposed; or (4) any other reason that is in the best interests of the County.
5. The Contractor Hearing Board will consider a request for review of a debarment determination only where (1) the Contractor has been debarred for a period longer than five (5) years; (2) the debarment has been in effect for at least five (5) years; and (3) the request is in writing, states one or more of the grounds for reduction of the debarment period or termination of the debarment, and includes supporting documentation. Upon receiving an appropriate request, the Contractor Hearing Board will provide notice of the hearing on the request. At the hearing,



the Contractor Hearing Board shall conduct a hearing where evidence on the proposed reduction of debarment period or termination of debarment is presented. This hearing shall be conducted and the request for review decided by the Contractor Hearing Board pursuant to the same procedures as for a debarment hearing.

6. The Contractor Hearing Board's proposed decision shall contain a recommendation on the request to reduce the period of debarment or terminate the debarment. The Contractor Hearing Board shall present its proposed decision and recommendation to the Board of Supervisors. The Board of Supervisors shall have the right to modify, deny, or adopt the proposed decision and recommendation of the Contractor Hearing Board.

#### **8.12.5 Subcontractors of Contractor**

These terms shall also apply to Subcontractors of County Contractors.

#### **8.13 CONTRACTOR'S ACKNOWLEDGEMENT OF COUNTY'S COMMITMENT TO THE SAFELY SURRENDERED BABY LAW**

The Contractor acknowledges that the County places a high priority on the implementation of the Safely Surrendered Baby Law. The Contractor understands that it is the County's policy to encourage all County Contractors to voluntarily post the County's "Safely Surrendered Baby Law" poster in a prominent position at the Contractor's place of business. The Contractor will also encourage its Subcontractors, if any, to post this poster in a prominent position in the Subcontractor's place of business. The County's Department of Children and Family Services will supply the Contractor with the

poster to be used. Information on how to receive the poster can be found on the Internet at [www.babysafela.org](http://www.babysafela.org).

#### **8.14 CONTRACTOR'S EXCLUSION FROM PARTICIPATING IN A FEDERALLY FUNDED PROGRAM**

8.14.1 Contractor hereby warrants that neither it nor any of its staff members is restricted or excluded from providing services under any health care program funded by the Federal government, directly or indirectly, in whole or in part, and that Contractor will notify Director within ten (10) calendar days in writing of: (1) any event that would require Contractor or a staff member's mandatory exclusion from participation in a Federally funded health care program; and (2) any exclusionary action taken by any agency of the Federal government against Contractor or one or more staff members barring it or the staff members from participating in a Federally funded health care program, whether such bar is direct or indirect, or whether such bar is in whole or in part.

8.14.2 Contractor shall indemnify and hold County harmless against any and all loss or damage County may suffer arising from any Federal exclusion of Contractor or its staff members from such participation in a Federally funded health care program.

8.14.3 Failure by Contractor to meet the requirements of this subparagraph shall constitute a material breach of contract upon which County may immediately terminate or suspend this Master Agreement.

#### **8.15 CONTRACTOR'S WARRANTY OF ADHERENCE TO COUNTY'S CHILD SUPPORT COMPLIANCE PROGRAM:**

8.15.1 The Contractor acknowledges that the County has established a goal of ensuring that all individuals who

benefit financially from the County through Purchase Order or Master Agreement are in compliance with their court-ordered child, family and spousal support obligations in order to mitigate the economic burden otherwise imposed upon the County and its taxpayers.

- 8.15.2 As required by the County's Child Support Compliance Program (County Code Chapter 2.200) and without limiting the Contractor's duty under this Master Agreement to comply with all applicable provisions of law, the Contractor warrants that it is now in compliance and shall during the term of this Master Agreement maintain in compliance with employment and wage reporting requirements as required by the Federal Social Security Act (42 USC Section 653a) and California Unemployment Insurance Code Section 1088.5, and shall implement all lawfully served Wage and Earnings Withholding Orders or Child Support Services Department Notices of Wage and Earnings Assignment for Child, Family or Spousal Support, pursuant to Code of Civil Procedure Section 706.031 and Family Code Section 5246(b).

**8.16 CONTRACTOR'S WARRANTY OF COMPLIANCE WITH COUNTY'S DEFAULTED PROPERTY TAX REDUCTION PROGRAM**

- 8.16.1 Contractor acknowledges that County has established a goal of ensuring that all individuals and businesses that benefit financially from County through contract are current in paying their property tax obligations (secured and unsecured roll) in order to mitigate the economic burden otherwise imposed upon County and its taxpayers.
- 8.16.2 Unless Contractor qualifies for an exemption or exclusion, Contractor warrants and certifies that to the best of its

knowledge it is now in compliance, and during the term of this Master Agreement will maintain compliance, with Los Angeles Code Chapter 2.206.

#### **8.17 COUNTY'S QUALITY ASSURANCE PLAN**

The County or its agent will evaluate the Contractor's performance under this Master Agreement on not less than an annual basis. Such evaluation will include assessing the Contractor's compliance with all Master Agreement terms and conditions and performance standards identified in the Statement of Work. Contractor deficiencies which the County determines are severe or continuing and that may place performance of the Master Agreement in jeopardy if not corrected will be reported to the Board of Supervisors. The report will include improvement/corrective action measures taken by the County and the Contractor. If improvement does not occur consistent with the corrective action measures, the County may terminate this Master Agreement or impose other penalties as specified in this Master Agreement.

The County maintains databases that track/monitor contractor performance history. Information entered into such databases may be used for a variety of purposes, including determining whether the County will exercise a contract term extension.

#### **8.18 DAMAGE TO COUNTY FACILITIES, BUILDINGS OR GROUNDS**

8.18.1 Contractor shall repair, or cause to be repaired, at its own cost, any and all damage to County facilities, buildings, or grounds caused by Contractor or employees or agents of Contractor. Such repairs shall be made immediately after Contractor has become aware of such damage, but in no event later than thirty (30) days after the occurrence.

8.18.2 If Contractor fails to make timely repairs, County may make any necessary repairs. All costs incurred by County, as

determined by County, for such repairs shall be repaid by Contractor by cash payment upon demand.

- 8.18.3 County reserves the unilateral right to make any repairs which Director determines, in his/her sole discretion, to be a public safety issue requiring immediate repair. County will bill Contractor for the cost of said repair or deduct said cost from any outstanding amounts owed by County to Contractor.

#### **8.19 EMPLOYMENT ELIGIBILITY VERIFICATION**

- 8.19.1 The Contractor warrants that it fully complies with all Federal and State statutes and regulations regarding the employment of aliens and others and that all its employees performing work under this Master Agreement meet the citizenship or alien status requirements set forth in Federal and State statutes and regulations. The Contractor shall obtain, from all employees performing work hereunder, all verification and other documentation of employment eligibility status required by Federal and State statutes and regulations including, but not limited to, the Immigration Reform and Control Act of 1986, (P.L. 99-603), or as they currently exist and as they may be hereafter amended. The Contractor shall retain all such documentation for all covered employees for the period prescribed by law.
- 8.19.2 The Contractor shall indemnify, defend, and hold harmless, the County, its agents, officers, and employees from employer sanctions and any other liability which may be assessed against the Contractor or the County or both in connection with any alleged violation of any Federal or State statutes or regulations pertaining to the eligibility for employment of any persons performing work under this Master Agreement.

#### **8.20 FACSIMILE REPRESENTATIONS**

The County and the Contractor hereby agree to regard facsimile representations of original signatures of authorized officers of each party, when appearing in appropriate places on the Amendments prepared pursuant to sub-paragraph 8.1, and received via communications facilities, as legally sufficient evidence that such original signatures have been affixed to Amendments to this Master Agreement, such that the parties need not follow up facsimile transmissions of such documents with subsequent (non-facsimile) transmission of "original" versions of such documents.

#### **8.21 FAIR LABOR STANDARDS**

The Contractor shall comply with all applicable provisions of the Federal Fair Labor Standards Act and shall indemnify, defend, and hold harmless the County and its agents, officers, and employees from any and all liability, including, but not limited to, wages, overtime pay, liquidated damages, penalties, court costs, and attorneys' fees arising under any wage and hour law, including, but not limited to, the Federal Fair Labor Standards Act, for work performed by the Contractor's employees for which the County may be found jointly or solely liable.

#### **8.22 FEDERAL ACCESS TO RECORDS**

If, and to the extent that, Section 1861(v)(1)(I) of the Social Security Act (42 U.S.C. Section 1395x(v)(1)(I)) is applicable, Contractor agrees that for a period of five (5) years following the furnishing of services under this Master Agreement, Contractor shall maintain and make available, upon written request, to the Secretary of the United States Department of Health and Human Services or the Controller General of the United States, or to any of their authorize representatives, the Agreements, books, documents and records of Contractor which are necessary to verify the nature and extent of the costs of services provided hereunder. Furthermore, if Contractor

carries out any of the services provided hereunder through any subcontract with a value or cost of Ten Thousand Dollars (\$10,000) or more over a twelve (12) month period with a related organization (as that term is defined under Federal law), Contractor agrees that each such subcontract shall provide for such access to the subcontract, books, documents and records of the subcontractor.

## **8.23 FORCE MAJEURE**

8.23.1 Neither party shall be liable for such party's failure to perform its obligations under and in accordance with this Master Agreement, if such failure arises out of fires, floods, epidemics, quarantine restrictions, other natural occurrences, strikes, lockouts (other than a lockout by such party or any of such party's subcontractors), freight embargoes, or other similar events to those described above, but in every such case the failure to perform must be totally beyond the control and without any fault or negligence of such party (such events are referred to in this sub-paragraph as "force majeure events").

8.23.2 Notwithstanding the foregoing, a default by a subcontractor of Contractor shall not constitute a force majeure event, unless such default arises out of causes beyond the control of both Contractor and such subcontractor, and without any fault or negligence of either of them. In such case, Contractor shall not be liable for failure to perform, unless the goods or services to be furnished by the subcontractor were obtainable from other sources in sufficient time to permit Contractor to meet the required performance schedule. As used in this sub-paragraph, the term "subcontractor" and "subcontractors" mean subcontractors at any tier.

8.23.3 In the event Contractor's failure to perform arises out of a force majeure event, Contractor agrees to use commercially reasonable best efforts to obtain goods or services from other sources, if applicable, and to otherwise mitigate the damages and reduce the delay caused by such force majeure event.

**8.24 GOVERNING LAW, JURISDICTION, AND VENUE**

This Master Agreement shall be governed by, and construed in accordance with, the laws of the State of California. The Contractor agrees and consents to the exclusive jurisdiction of the courts of the State of California for all purposes regarding this Master Agreement and further agrees and consents that venue of any action brought hereunder shall be exclusively in the County of Los Angeles.

**8.25 HEALTH INSURANCE PORTABILITY AND ACCOUNTABILITY ACT OF 1996 (HIPAA) AND THE HEALTH INFORMATION TECHNOLOGY FOR ECONOMIC AND CLINICAL HEALTH ACT (HITECH)**

The County is subject to the Administrative Simplification requirements of the Health Insurance Portability and Accountability Act of 1996 (HIPAA) and the Health Information Technology for Economic and Clinical Health Act (HITECH). Under this Agreement, the Contractor provides services to the County and the Contractor receives, has access to, and/or creates Protected Health Information as defined in Exhibit H in order to provide those services. The County and the Contractor therefore agree to the terms of Exhibit H, Contractor's Obligations as a "Business Associate" Under Health Insurance Portability and Accountability Act of 1996 (HIPAA) and the Health Information Technology for Economic and Clinical Health Act (HITECH) (Business Associate Agreement).



## 8.26 INDEPENDENT CONTRACTOR STATUS

- 8.26.1 This Master Agreement is by and between the County and the Contractor and is not intended, and shall not be construed, to create the relationship of agent, servant, employee, partnership, joint venture, or association, as between the County and the Contractor. The employees and agents of one party shall not be, or be construed to be, the employees or agents of the other party for any purpose whatsoever.
- 8.26.2 The Contractor shall be solely liable and responsible for providing to, or on behalf of, all persons performing work pursuant to this Master Agreement all compensation and benefits. The County shall have no liability or responsibility for the payment of any salaries, wages, unemployment benefits, disability benefits, Federal, State, or local taxes, or other compensation, benefits, or taxes for any personnel provided by or on behalf of the Contractor.
- 8.26.3 The Contractor understands and agrees that all persons performing work pursuant to this Master Agreement are, for purposes of Workers' Compensation liability, solely employees of the Contractor and not employees of the County. The Contractor shall be solely liable and responsible for furnishing any and all Workers' Compensation benefits to any person as a result of any injuries arising from or connected with any work performed by or on behalf of the Contractor pursuant to this Master Agreement.
- 8.26.4 The Contractor shall adhere to the provisions stated in subparagraph 7.6 – Confidentiality.

## **8.27 INDEMNIFICATION**

The Contractor shall indemnify, defend and hold harmless the County, its Special Districts, elected and appointed officers, employees, and agents from and against any and all liability, including but not limited to demands, claims, actions, fees, costs, and expenses (including attorney and expert witness fees), arising from or connected with the Contractor's acts and/or omissions arising from and/or relating to this Master Agreement.

## **8.28 GENERAL PROVISIONS FOR ALL INSURANCE COVERAGE**

Without limiting Contractor's indemnification of County, and in the performance of this Master Agreement and until all of its obligations pursuant to this Master Agreement have been met, Contractor shall provide and maintain at its own expense insurance coverage satisfying the requirements specified in Sections 8.28 and 8.29 of this Master Agreement. These minimum insurance coverage terms, types and limits (the "Required Insurance") also are in addition to and separate from any other contractual obligation imposed upon Contractor pursuant to this Master Agreement. The County in no way warrants that the Required Insurance is sufficient to protect the Contractor for liabilities which may arise from or relate to this Master Agreement.

### **8.28.1 Evidence of Coverage and Notice to County**

- Certificate(s) of insurance coverage (Certificate) satisfactory to County, and a copy of an Additional Insured endorsement confirming County and its Agents (defined below) has been given Insured status under the Contractor's General Liability policy, shall be delivered to County at the address shown below and provided prior to commencing services under this Master Agreement.

- Renewal Certificates shall be provided to County not less than 10 days prior to Contractor's policy expiration dates. The County reserves the right to obtain complete, certified copies of any required Contractor and/or Sub-Contractor insurance policies at any time.
- Certificates shall identify all Required Insurance coverage types and limits specified herein, reference this Master Agreement by name or number, and be signed by an authorized representative of the insurer(s). The Insured party named on the Certificate shall match the name of the Contractor identified as the contracting party in this Master Agreement. Certificates shall provide the full name of each insurer providing coverage, its NAIC (National Association of Insurance Commissioners) identification number, its financial rating, the amounts of any policy deductibles or self-insured retentions exceeding fifty thousand (\$50,000.00) dollars, and list any County required endorsement forms.
- Neither the County's failure to obtain, nor the County's receipt of, or failure to object to a non-complying insurance certificate or endorsement, or any other insurance documentation or information provided by the Contractor, its insurance broker(s) and/or insurer(s), shall be construed as a waiver of any of the Required Insurance provisions.

Certificates and copies of any required endorsements

shall be sent to:

County of Los Angeles  
Department of Health Services  
Contracts and Grants Division  
313 N. Figueroa Street, 6E  
Los Angeles, CA 90012  
Attention: Kathy K. Hanks, C.P.M.  
Director, Contract Administration & Monitoring

And

County of Los Angeles  
Department of Health Services  
Centralized Contract Monitoring Division  
5555 Ferguson Drive, Suite 210  
Commerce, CA 90022

Contractor also shall promptly report to County any injury or property damage accident or incident, including any injury to a Contractor employee occurring on County property, and any loss, disappearance, destruction, misuse, or theft of County property, monies or securities entrusted to Contractor. Contractor also shall promptly notify County of any third party claim or suit filed against Contractor or any of its Sub-Contractors which arises from or relates to this Master Agreement, and could result in the filing of a claim or lawsuit against Contractor and/or County.

#### **8.28.2 Additional Insured Status and Scope of Coverage**

The County of Los Angeles, its Special Districts, Elected Officials, Officers, Agents, Employees and Volunteers (collectively County and its Agents) shall be provided additional insured status under Contractor's General Liability policy with respect to liability arising out of Contractor's ongoing and completed operations performed on behalf of the County. County and its Agents additional

insured status shall apply with respect to liability and defense of suits arising out of the Contractor's acts or omissions, whether such liability is attributable to the Contractor or to the County. The full policy limits and scope of protection also shall apply to the County and its Agents as an additional insured, even if they exceed the County's minimum Required Insurance specifications herein. Use of an automatic additional insured endorsement form is acceptable providing it satisfies the Required Insurance provisions herein.

**8.28.3 Cancellation of Insurance**

Except in the case of cancellation for non-payment of premium, Contractor's insurance policies shall provide, and Certificates shall specify, that County shall receive not less than thirty (30) days advance written notice by mail of any cancellation of the Required Insurance. Ten (10) days prior notice may be given to County in event of cancellation for non-payment of premium.

**8.28.4 Failure to Maintain Insurance**

Contractor's failure to maintain or to provide acceptable evidence that it maintains the Required Insurance shall constitute a material breach of the Master Agreement, upon which County immediately may withhold payments due to Contractor, and/or suspend or terminate this Master Agreement. County, at its sole discretion, may obtain damages from Contractor resulting from said breach.

**8.28.5 Insurer Financial Ratings**

Coverage shall be placed with insurers acceptable to the County with A.M. Best ratings of not less than A:VII unless otherwise approved by County.

**8.28.6 Contractor's Insurance Shall Be Primary**

Contractor's insurance policies, with respect to any claims related to this Master Agreement, shall be primary with respect to all other sources of coverage available to Contractor. Any County maintained insurance or self-insurance coverage shall be in excess of and not contribute to any Contractor coverage.

**8.28.7 Waivers of Subrogation**

To the fullest extent permitted by law, the Contractor hereby waives its rights and its insurer(s)' rights of recovery against County under all the Required Insurance for any loss arising from or relating to this Master Agreement. The Contractor shall require its insurers to execute any waiver of subrogation endorsements which may be necessary to effect such waiver.

**8.28.8 Sub-Contractor Insurance Coverage Requirements**

Contractor shall include all Sub-Contractors as insureds under Contractor's own policies, or shall provide County with each Sub-Contractor's separate evidence of insurance coverage. Contractor shall be responsible for verifying each Sub-Contractor complies with the Required Insurance provisions herein, and shall require that each Sub-Contractor name the County and Contractor as additional insureds on the Sub-Contractor's General Liability policy. Contractor shall obtain County's prior review and approval of any Sub-Contractor request for modification of the Required Insurance.

**8.28.9 Deductibles and Self-Insured Retentions (SIRs)**

Contractor's policies shall not obligate the County to pay any portion of any Contractor deductible or SIR. The County retains the right to require Contractor to reduce or eliminate policy deductibles and SIRs as respects the

County, or to provide a bond guaranteeing Contractor's payment of all deductibles and SIRs, including all related claims investigation, administration and defense expenses. Such bond shall be executed by a corporate surety licensed to transact business in the State of California.

**8.28.10 Claims Made Coverage**

If any part of the Required Insurance is written on a claims made basis, any policy retroactive date shall precede the effective date of this Master Agreement. Contractor understands and agrees it shall maintain such coverage for a period of not less than three (3) years following Master Agreement expiration, termination or cancellation.

**8.28.11 Application of Excess Liability Coverage**

Contractors may use a combination of primary, and excess insurance policies which provide coverage as broad as ("follow form" over) the underlying primary policies, to satisfy the Required Insurance provisions.

**8.28.12 Separation of Insureds**

All liability policies shall provide cross-liability coverage as would be afforded by the standard ISO (Insurance Services Office, Inc.) separation of insureds provision with no insured versus insured exclusions or limitations.

**8.28.13 Alternative Risk Financing Programs**

The County reserves the right to review, and then approve, Contractor use of self-insurance, risk retention groups, risk purchasing groups, pooling arrangements and captive insurance to satisfy the Required Insurance provisions. The County and its Agents shall be designated as an Additional Covered Party under any approved program.

**8.28.14 County Review and Approval of Insurance Requirements**

The County reserves the right to review and adjust the Required Insurance provisions, conditioned upon County's determination of changes in risk exposures.

## **8.29 INSURANCE COVERAGE**

**8.29.1 Commercial General Liability** insurance (providing scope of coverage equivalent to ISO policy form CG 00 01), naming County and its Agents as an additional insured, with limits of not less than:

General Aggregate:	\$2 million
Products/Completed Operations Aggregate:	\$1 million
Personal and Advertising Injury:	\$1 million
Each Occurrence:	\$1 million

**8.29.2 Automobile Liability** insurance (providing scope of coverage equivalent to ISO policy form CA 00 01) with limits of not less than \$1 million for bodily injury and property damage, in combined or equivalent split limits, for each single accident. Insurance shall cover liability arising out of Contractor's use of autos pursuant to this Master Agreement, including owned, leased, hired, and/or non-owned autos, as each may be applicable.

**8.29.3 Workers Compensation and Employers' Liability** insurance or qualified self-insurance satisfying statutory requirements, which includes Employers' Liability coverage with limits of not less than \$1 million per accident. If Contractor will provide leased employees, or, is an employee leasing or temporary staffing firm or a professional employer organization (PEO), coverage also shall include an Alternate Employer Endorsement (providing scope of coverage equivalent to ISO policy form WC 00 03 01 A) naming the County as the Alternate Employer, and the endorsement form shall be modified to



provide that County will receive not less than thirty (30) days advance written notice of cancellation of this coverage provision. If applicable to Contractor's operations, coverage also shall be arranged to satisfy the requirements of any federal workers or workmen's compensation law or any federal occupational disease law.

▪ **Professional Liability/Errors and Omissions**

Insurance covering Contractor's liability arising from or related to this Agreement, with limits of not less than \$1 million per claim and \$2 million aggregate. Further, Contractor understands and agrees it shall maintain such coverage for a period of not less than three (3) years following this Agreement's expiration, termination or cancellation.

**8.30 LICENSES, PERMITS, REGISTRATIONS, ACCREDITATIONS, AND CERTIFICATES**

Contractor shall obtain and maintain in effect during the term of this Master Agreement, all valid licenses, permits, registrations, accreditations, and certificates required by law which are applicable to its performance of this Master Agreement, and shall ensure that all of its officers, employees, and agents who perform services hereunder obtain and maintain in effect during the term of this Master Agreement, all licenses, permits, registrations, accreditations, and certificates required by law which are applicable to their performance of services hereunder. All such licenses, permits, registrations, accreditations, and certifications relating to services hereunder shall be made available to County upon request.

**8.31 LIQUIDATED DAMAGES**

8.31.1 If, in the judgment of the Director, the Contractor is deemed to be non-compliant with the terms and obligations

assumed hereby, the Director, or his/her designee, at his/her option, in addition to, or in lieu of, other remedies provided herein, may withhold the entire monthly payment or deduct pro rata from the Contractor's invoice for work not performed. A description of the work not performed and the amount to be withheld or deducted from payments to the Contractor from the County, will be forwarded to the Contractor by the Director, or his/her designee, in a written notice describing the reasons for said action.

- 8.31.2 If the Director determines that there are deficiencies in the performance of this Master Agreement that the Director or his/her designee, deems are correctable by the Contractor over a certain time span, the Director or his/her designee, will provide a written notice to the Contractor to correct the deficiency within specified time frames. Should the Contractor fail to correct deficiencies within said time frame, the Director may:
- (a) Deduct from the Contractor's payment, pro rata, those applicable portions of the Monthly Contract Sum; and/or
  - (b) Deduct liquidated damages. The parties agree that it will be impracticable or extremely difficult to fix the extent of actual damages resulting from the failure of the Contractor to correct a deficiency within the specified time frame. The parties hereby agree that under the current circumstances a reasonable estimate of such damages is One Hundred Dollars (\$100) per day per infraction, or as may be specified in any Performance Requirements Summary (PRS) Chart(s), Attachment C, in each Work Order, if any that is subsequently attached hereto and incorporated herein by amendment, and the Contractor shall be liable to the County for liquidated damages in said

amount. Said amount shall be deducted from the County's payment to the Contractor; and/or

(c) Upon giving five (5) days notice to the Contractor for failure to correct the deficiencies, the County may correct any and all deficiencies and the total costs incurred by the County for completion of the work by an alternate source, whether it be County forces or separate private contractor, will be deducted and forfeited from the payment to the Contractor from the County, as determined by the County.

8.31.3 The action noted in sub-paragraph 8.31.2 shall not be construed as a penalty, but as adjustment of payment to the Contractor to recover the County cost due to the failure of the Contractor to complete or comply with the provisions of this Master Agreement.

8.31.4 This sub-paragraph shall not, in any manner, restrict or limit the County's right to damages for any breach of this Master Agreement provided by law or as specified in the PRS or sub-paragraph 8.31.2, and shall not, in any manner, restrict or limit the County's right to terminate this Master Agreement as agreed to herein.

## **8.32 MOST FAVORED PUBLIC ENTITY**

If the Contractor's prices decline, or should the Contractor at any time during the term of this Master Agreement provide the same goods or services under similar quantity and delivery conditions to the State of California or any county, municipality, or district of the State at prices below those set forth in this Master Agreement, then such lower prices shall be immediately extended to the County.

## **8.33 NON EXCLUSIVITY**

Nothing herein is intended nor shall be construed as creating any exclusive arrangement with Contractor. This Master Agreement

shall not restrict the Department from acquiring similar, equal or like goods and/or services from other entities or sources.

**8.34 NOTICE OF DELAYS**

Except as otherwise provided under this Master Agreement, when either party has knowledge that any actual or potential situation is delaying or threatens to delay the timely performance of this Master Agreement, that party shall, within one (1) business day, give notice thereof, including all relevant information with respect thereto, to the other party.

**8.35 NOTICE OF DISPUTES**

The Contractor shall bring to the attention of the County Project Director any dispute between the County and the Contractor regarding the performance of services as stated in this Master Agreement. If the County Project Director is not able to resolve the dispute, the Director of DHS, or designee shall resolve it.

**8.36 NOTICE TO EMPLOYEES REGARDING THE FEDERAL EARNED INCOME CREDIT**

The Contractor shall notify its employees, and shall require each subcontractor to notify its employees, that they may be eligible for the Federal Earned Income Credit under the federal income tax laws. Such notice shall be provided in accordance with the requirements set forth in Internal Revenue Service Notice No. 1015.

**8.37 NOTICE TO EMPLOYEES REGARDING THE SAFELY SURRENDERED BABY LAW**

The Contractor shall notify and provide to its employees, and shall require each subcontractor to notify and provide to its employees, a fact sheet regarding the Safely Surrendered Baby Law, its implementation in Los Angeles County, and where and how to safely surrender a baby. The fact sheet is set forth in Exhibit F of

this Master Agreement and is also available on the Internet at [www.babysafela.org](http://www.babysafela.org) for printing purposes.

#### **8.38 NOTICES**

All notices or demands required or permitted to be given or made under this Master Agreement shall be in writing and shall be hand delivered with signed receipt or mailed by first-class registered or certified mail, postage prepaid, addressed to the parties as identified in Exhibits B, County's Administration and C, Contractor's Administration. Addresses may be changed by either party giving ten (10) days' prior written notice thereof to the other party. The Director of DHS or his/her designee shall have the authority to issue all notices or demands required or permitted by the County under this Master Agreement.

#### **8.39 PROHIBITION AGAINST INDUCEMENT OR PERSUASION**

Notwithstanding the above, the Contractor and the County agree that, during the term of this Master Agreement and for a period of one year thereafter, neither party shall in any way intentionally induce or persuade any employee of one party to become an employee or agent of the other party. No bar exists against any hiring action initiated through a public announcement.

#### **8.40 PUBLIC RECORDS ACT**

8.40.1 Any documents submitted by Contractor; all information obtained in connection with the County's right to audit and inspect Contractor's documents, books, and accounting records pursuant to sub-paragraph 8.42 - Record Retention and Inspection/Audit Settlement of this Master Agreement; as well as any documents that may have been submitted in response to a solicitation process for this Master Agreement, become the exclusive property of the County. All such documents become a matter of public record and shall be regarded as public records. Exceptions will be

those elements in the California Government Code Section 6250 et seq. (Public Records Act) and which are marked "trade secret", "confidential", or "proprietary". The County shall not in any way be liable or responsible for the disclosure of any such records including, without limitation, those so marked, if disclosure is required by law, or by an order issued by a court of competent jurisdiction.

- 8.40.2 In the event the County is required to defend an action on a Public Records Act request for any of the aforementioned documents, information, books, records, and/or contents of an SOQ marked "trade secret", "confidential", or "proprietary", the Contractor agrees to defend and indemnify the County from all costs and expenses, including reasonable attorney's fees, in action or liability arising under the Public Records Act.

#### **8.41 PUBLICITY**

- 8.41.1 The Contractor shall not disclose any details in connection with this Master Agreement to any person or entity except as may be otherwise provided hereunder or required by law. However, in recognizing the Contractor's need to identify its services and related clients to sustain itself, the County shall not inhibit the Contractor from publishing its role under this Master Agreement within the following conditions:

- The Contractor shall develop all publicity material in a professional manner, and
- During the term of this Master Agreement, the Contractor shall not, and shall not authorize another to, publish or disseminate any commercial advertisements, press releases, feature articles, or other materials using the name of the County without the prior written

consent of the Director or his/her designee. The County shall not unreasonably withhold written consent.

8.41.2 The Contractor may, without the prior written consent of County, indicate in its proposals and sales materials that it has been awarded this Master Agreement with the County of Los Angeles, provided that the requirements of this subparagraph 8.41 shall apply.

#### **8.42 RECORD RETENTION AND INSPECTION/AUDIT SETTLEMENT**

8.42.1 The Contractor shall maintain, and provide upon request by County, accurate and complete financial records of its activities and operations relating to this Master Agreement in accordance with generally accepted accounting principles. The Contractor shall also maintain accurate and complete employment and other records relating to its performance of this Master Agreement.

8.42.2 The Contractor agrees that the County, or its authorized representatives, shall have access to and the right to examine, audit, excerpt, copy, or transcribe any pertinent transaction, activity, or record relating to this Master Agreement. All such material, including, but not limited to, all financial records, bank statements, cancelled checks or other proof of payment, timecards, sign-in/sign-out sheets and other time and employment records, and proprietary data and information, shall be kept and maintained by the Contractor and shall be made available to the County during the term of this Master Agreement and for a period of five (5) years thereafter unless the County's written permission is given to dispose of any such material prior to such time. All such material shall be maintained by the Contractor at a location in Los Angeles County, provided that if any such material is located outside Los Angeles County, then, at the

County's option, the Contractor shall pay the County for travel, per diem, and other costs incurred by the County to examine, audit, excerpt, copy, or transcribe such material at such other location.

- 8.42.3 In the event that an audit of the Contractor is conducted specifically regarding this Master Agreement by any Federal or State auditor, or by any auditor or accountant employed by the Contractor or otherwise, including audits conducted by the Medicare and Medi-Cal programs, or both, then the Contractor shall file a copy of each such audit report, including Statement of Auditing Standards No. 70 Type 2 Reports, with the County's Auditor-Controller within thirty (30) days of the Contractor's receipt thereof, unless otherwise provided by applicable Federal or State law or under this Agreement. Subject to applicable law, the County shall make a reasonable effort to maintain the confidentiality of such audit report(s).
- 8.42.4 Failure on the part of the Contractor to comply with any of the provisions of this sub-paragraph 8.42 shall constitute a material breach of this Master Agreement upon which the County may terminate or suspend this Master Agreement.
- 8.42.5 If, at any time during the term of this Master Agreement or within five (5) years after the expiration or termination of this Master Agreement, representatives of the County conduct an audit of the Contractor regarding the work performed under this Master Agreement, and if such audit finds that the County's dollar liability for any such work is less than payments made by the County to the Contractor, then the difference shall be either: a) repaid by the Contractor to the County by cash payment upon demand or b) at the sole option of the County's Auditor-Controller, deducted from any



amounts due to the Contractor from the County, whether under this Master Agreement or otherwise. If such audit finds that the County's dollar liability for such work is more than the payments made by the County to the Contractor, then the difference shall be paid to the Contractor by the County by cash payment, provided that in no event shall the County's maximum obligation for this Master Agreement exceed the funds appropriated by the County for the purpose of this Master Agreement.

#### **8.43 RECYCLED BOND PAPER**

Consistent with the Board of Supervisors' policy to reduce the amount of solid waste deposited at the County landfills, the Contractor agrees to use recycled-content paper to the maximum extent possible on this Master Agreement.

#### **8.44 RESTRICTIONS ON LOBBYING**

If any Federal funds are to be used to pay for Contractor's services under this Master Agreement, Contractor shall fully comply with all certification and disclosure requirements prescribed by Section 319 of Public Law 101-121 (31 United States Code Section 1352) and any implementing regulations, and shall ensure that each of its subcontractors receiving funds provided under this Master Agreement also fully complies with all such certification and disclosure requirements.

#### **8.45 SUBCONTRACTING**

8.45.1 The requirements of this Master Agreement may not be subcontracted by the Contractor **without the advance approval of the County**. Any attempt by the Contractor to subcontract without the prior consent of the County may be deemed a material breach of this Master Agreement.

8.45.2 If the Contractor desires to subcontract, the Contractor shall provide the following information promptly at the County's

request:

- A description of the work to be performed by the subcontractor;
- A draft copy of the proposed subcontract; and
- Other pertinent information and/or certifications requested by the County.

- 8.45.3 The Contractor shall indemnify and hold the County harmless with respect to the activities of each and every subcontractor in the same manner and to the same degree as if such subcontractor(s) were Contractor employees.
- 8.45.4 The Contractor shall remain fully responsible for all performances required of it under this Master Agreement, including those that the Contractor has determined to subcontract, notwithstanding the County's approval of the Contractor's proposed subcontract.
- 8.45.5 The County's consent to subcontract shall not waive the County's right to prior and continuing approval of any and all personnel, including subcontractor employees, providing services under this Master Agreement. The Contractor is responsible to notify its subcontractors of this County right.
- 8.45.6 The Director or his/her designee is authorized to act for and on behalf of the County with respect to approval of any subcontract and subcontractor employees. After approval of the subcontract by the County, Contractor shall forward a fully executed subcontract to the County for their files.
- 8.45.7 The Contractor shall be solely liable and responsible for all payments or other compensation to all subcontractors and their officers, employees, agents, and successors in interest arising through services performed hereunder, notwithstanding the County's consent to subcontract.

8.45.8 The Contractor shall obtain certificates of insurance, which establish that the subcontractor maintains all the programs of insurance required by the County from each approved subcontractor. The Contractor shall ensure delivery of all such documents to:

County of Los Angeles  
Department of Health Services  
Contracts and Grants Division  
313 N. Figueroa Street – 6E  
Los Angeles, CA 90012  
Attention: Kathy K. Hanks, C.P.M.  
Director, Contract Administration & Monitoring

before any subcontractor employee may perform any work hereunder.

**8.46 TERMINATION FOR BREACH OF WARRANTY TO MAINTAIN COMPLIANCE WITH COUNTY'S CHILD SUPPORT COMPLIANCE PROGRAM**

Failure of the Contractor to maintain compliance with the requirements set forth in sub-paragraph 8.15 - Contractor's Warranty of Adherence to County's Child Support Compliance Program, shall constitute a default under this Master Agreement. Without limiting the rights and remedies available to the County under any other provision of this Master Agreement, failure of Contractor to cure such default within 90 calendar days of written notice shall be grounds upon which the County may terminate this Master Agreement pursuant to sub-paragraph 8.49 - Termination for Default and pursue debarment of Contractor, pursuant to County Code Chapter 2.202.

**8.47 TERMINATION FOR BREACH OF WARRANTY TO MAINTAIN COMPLIANCE WITH COUNTY'S DEFAULTED PROPERTY TAX REDUCTION PROGRAM**

Failure of Contractor to maintain compliance with the requirements set forth in sub-paragraph 8.16 - Contractor's

Warranty of Compliance with County's Defaulted Property Tax Reduction Program shall constitute default under this Master Agreement. Without limiting the rights and remedies available to County under any other provision of this Master Agreement, failure of Contractor to cure such default within 10 days of notice shall be grounds upon which County may terminate this Master Agreement and/or pursue debarment of Contractor, pursuant to County Code Chapter 2.206.

**8.48 TERMINATION FOR CONVENIENCE**

8.48.1 County may terminate this Master Agreement, in whole or in part, from time to time or permanently, when such action is deemed by the County, in its sole discretion, to be in its best interest. Termination of work hereunder shall be effected by notice of termination to Contractor specifying the extent to which performance of work is terminated and the date upon which such termination becomes effective. The date upon which such termination becomes effective shall be no less than ten (10) days after the notice is sent.

8.48.2 After receipt of a notice of termination and except as otherwise directed by the County, the Contractor shall:

- Stop work under this Master Agreement on the date and to the extent specified in such notice; and
- Complete performance of such part of the work as shall not have been terminated by such notice.

8.48.3 All material including books, records, documents, or other evidence bearing on the costs and expenses of the Contractor under this Master Agreement shall be maintained by the Contractor in accordance with subparagraph 8.42, Record Retention and Inspection/Audit Settlement.

#### 8.49 TERMINATION FOR DEFAULT

8.49.1 The County may, by written notice to the Contractor, terminate the whole or any part of this Master Agreement, if, in the judgment of the Director or his/her designee:

- Contractor has materially breached this Master Agreement;
- Contractor fails to timely provide and/or satisfactorily perform any task, deliverable, service, or other work required either under this Master Agreement; or
- Contractor fails to demonstrate a high probability of timely fulfillment of performance requirements under this Master Agreement, or of any obligations of this Master Agreement and in either case, fails to demonstrate convincing progress toward a cure within five (5) working days (or such longer period as the County may authorize in writing) after receipt of written notice from the County specifying such failure.

8.49.2 In the event that the County terminates this Master Agreement in whole or in part as provided in sub-paragraph 8.49.1, the County may procure, upon such terms and in such manner as the County may deem appropriate, goods and services similar to those so terminated. The Contractor shall be liable to the County for any and all excess costs incurred by the County, as determined by the County, for such similar goods and services. The Contractor shall continue the performance of this Master Agreement to the extent not terminated under the provisions of this sub-paragraph.

8.49.3 Except with respect to defaults of any subcontractor, the Contractor shall not be liable for any such excess costs of the type identified in sub-paragraph 8.49.2 if its failure to

perform this Master Agreement arises out of causes beyond the control and without the fault or negligence of the Contractor. Such causes may include, but are not limited to: acts of God or of the public enemy, acts of the County in either its sovereign or contractual capacity, acts of Federal or State governments in their sovereign capacities, fires, floods, epidemics, quarantine restrictions, strikes, freight embargoes, and unusually severe weather; but in every case, the failure to perform must be beyond the control and without the fault or negligence of the Contractor. If the failure to perform is caused by the default of a subcontractor, and if such default arises out of causes beyond the control of both the Contractor and subcontractor, and without the fault or negligence of either of them, the Contractor shall not be liable for any such excess costs for failure to perform, unless the goods or services to be furnished by the subcontractor were obtainable from other sources in sufficient time to permit the Contractor to meet the required performance schedule. As used in this sub-paragraph 8.49.3, the terms "subcontractor" and "subcontractors" mean subcontractor(s) at any tier.

- 8.49.4 If, after the County has given notice of termination under the provisions of this sub-paragraph 8.49, it is determined by the County that the Contractor was not in default under the provisions of this sub-paragraph 8.49, or that the default was excusable under the provisions of sub-paragraph 8.49.3, the rights and obligations of the parties shall be the same as if the notice of termination had been issued pursuant to sub-paragraph 8.48 - Termination for Convenience.

8.49.5 The rights and remedies of the County provided in this subparagraph 8.49 shall not be exclusive and are in addition to any other rights and remedies provided by law or under this Master Agreement.

#### **8.50 TERMINATION FOR IMPROPER CONSIDERATION**

8.50.1 The County may, by written notice to the Contractor, immediately terminate the right of the Contractor to proceed under this Master Agreement if it is found that consideration, in any form, was offered or given by the Contractor, either directly or through an intermediary, to any County officer, employee, or agent with the intent of securing this Master Agreement or securing favorable treatment with respect to the award, amendment, or extension of this Master Agreement or the making of any determinations with respect to the Contractor's performance pursuant to this Master Agreement. In the event of such termination, the County shall be entitled to pursue the same remedies against the Contractor as it could pursue in the event of default by the Contractor.

8.50.2 The Contractor shall immediately report any attempt by a County officer or employee to solicit such improper consideration. The report shall be made either to the County manager charged with the supervision of the employee or to the County Fraud Hotline at (800) 544-6861 or [www.lacountyfraud.org](http://www.lacountyfraud.org).

8.50.3 Among other items, such improper consideration may take the form of cash, discounts, services, the provision of travel or entertainment, or tangible gifts.

#### **8.51 TERMINATION FOR INSOLVENCY**

8.51.1 The County may terminate this Master Agreement forthwith in the event of the occurrence of any of the following:

- Insolvency of the Contractor. The Contractor shall be deemed to be insolvent if it has ceased to pay its debts for at least sixty (60) days in the ordinary course of business or cannot pay its debts as they become due, whether or not a petition has been filed under the Federal Bankruptcy Code and whether or not the Contractor is insolvent within the meaning of the Federal Bankruptcy Code;
- The filing of a voluntary or involuntary petition regarding the Contractor under the Federal Bankruptcy Code;
- The appointment of a Receiver or Trustee for the Contractor; or
- The execution by the Contractor of a general assignment for the benefit of creditors.

8.51.2 The rights and remedies of the County provided in this subparagraph 8.51 shall not be exclusive and are in addition to any other rights and remedies provided by law or under this Master Agreement.

## **8.52 TERMINATION FOR NON-ADHERENCE OF COUNTY LOBBYIST ORDINANCE**

The Contractor, and each County Lobbyist or County Lobbying firm as defined in County Code Section 2.160.010 retained by the Contractor, shall fully comply with the County's Lobbyist Ordinance, County Code Chapter 2.160. Failure on the part of the Contractor or any County Lobbyist or County Lobbying firm retained by the Contractor to fully comply with the County's Lobbyist Ordinance shall constitute a material breach of this Master Agreement, upon which the County may in its sole discretion, immediately terminate or suspend this Master Agreement.



#### **8.53 TERMINATION FOR NON-APPROPRIATION OF FUNDS**

Notwithstanding any other provision of this Master Agreement, the County shall not be obligated for the Contractor's performance hereunder or by any provision of this Master Agreement during any of the County's future fiscal years unless and until the County's Board of Supervisors appropriates funds for this Master Agreement in the County's Budget for each such future fiscal year. In the event that funds are not appropriated for this Master Agreement, then this Master Agreement shall terminate as of June 30 of the last fiscal year for which funds were appropriated. The County shall notify the Contractor in writing of any such non-allocation of funds at the earliest possible date.

#### **8.54 UNLAWFUL SOLICITATION**

Contractor shall inform all of its officers and employees performing services hereunder of the provisions of Article 9 of Chapter 4 of Division 3 (commencing with section 6150) of Business and Professions Code of the State of California (i.e. State Bar Act provisions regarding unlawful solicitation as a runner or capper for attorneys) and shall take positive and affirmative steps in its performance hereunder to ensure that there is no violation of said provisions by its officers and employees. Contractor agrees that if a patient requests assistance in obtaining the services of any attorney, it will refer the patient to the attorney referral service of all those bar associations within Los Angeles County that have such a service.

#### **8.55 VALIDITY**

If any provision of this Master Agreement or the application thereof to any person or circumstance is held invalid, the remainder of this Master Agreement and the application of such provision to other persons or circumstances shall not be affected thereby.

#### **8.56 WAIVER**

No waiver by the County of any breach of any provision of this

Master Agreement shall constitute a waiver of any other breach or of such provision. Failure of the County to enforce at any time, or from time to time, any provision of this Master Agreement shall not be construed as a waiver thereof. The rights and remedies set forth in this sub-paragraph 8.56 shall not be exclusive and are in addition to any other rights and remedies provided by law or under this Master Agreement.

#### **8.57 WARRANTY AGAINST CONTINGENT FEES**

8.57.1 The Contractor warrants that no person or selling agency has been employed or retained to solicit or secure this Master Agreement upon any agreement or understanding for a commission, percentage, brokerage, or contingent fee, excepting bona fide employees or bona fide established commercial or selling agencies maintained by the Contractor for the purpose of securing business.

8.57.2 For breach of this warranty, the County shall have the right to terminate this Master Agreement and, at its sole discretion, deduct from the Master Agreement price or consideration, or otherwise recover, the full amount of such commission, percentage, brokerage, or contingent fee.

#### **9.0 UNIQUE TERMS AND CONDITIONS**

##### **9.1 NO INTENT TO CREATE A THIRD PARTY BENEFICIARY CONTRACT**

Notwithstanding any other provision of this Master Agreement, the parties do not in any way intend that any person shall acquire any rights as a third party beneficiary of this Master Agreement.

##### **9.2 REPORTING OF CHILD/ELDER AND DEPENDENT ADULT ABUSE**

9.2.1 Contractor staff working on this Master Agreement shall comply with California Penal Code (hereinafter "PC") Section 11164 et seq. and shall report all known and

suspected instances of child abuse to an appropriate child protective agency, as mandated by these code sections. Child abuse reports shall be made by telephone to the Department of Children and Family Services hotline at (800) 540-4000 within three (3) business days and shall submit all required information, in accordance with the PC Sections 11166 and 11167.

9.2.2 Contractor staff working on this Master Agreement shall comply with California Welfare and Institutions Code (WIC), Section 15600 et seq. and shall report all known or suspected instances of physical abuse of elders and dependent adults either to an appropriate County adult protective services agency or to a local law enforcement agency, as mandated by these code sections. The Contractor staff working on this Master Agreement shall make the report on such abuse, and shall submit all required information, in accordance with the WIC Sections 15630, 15633 and 15633.5.

9.2.3 Contractor staff's failure to report as required is considered a breach of this Master Agreement subject to immediate termination and is also a misdemeanor, punishable by up to one year in jail, a fine of up to \$5,000 or both.

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**AUTHORIZATION OF MASTER AGREEMENT FOR  
FINANCIAL REVENUE AND ANCILLARY SERVICES**

IN WITNESS WHEREOF, the Board of Supervisors of the County of Los Angeles has caused this Master Agreement to be executed by the Director, of the Department of Health Services or designee and approved by County Counsel, and Contractor has caused this Master Agreement to be executed in its behalf by its duly authorized officer, the day, month and year first above written.

**COUNTY OF LOS ANGELES**

By \_\_\_\_\_

Mitchell H. Katz, M.D.  
Director of Health Services

**CONTRACTOR**

\_\_\_\_\_

By \_\_\_\_\_

Signature

\_\_\_\_\_

Printed Name

\_\_\_\_\_

Title

APPROVED AS TO FORM:

Andrea Ordin  
County Counsel

MASTER AGREEMENT FOR  
FRAS SERVICES

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EXHIBIT A

## STATEMENTS OF WORK

EXHIBIT A-1

**STATEMENT OF WORK  
FOR  
WORKERS' COMPENSATION IDENTIFICATION  
AND RECOVERY SERVICES (WCIRS)**

EXHIBIT A-1  
STATEMENT OF WORK

WORKERS' COMPENSATION IDENTIFICATION  
AND RECOVERY SERVICES

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## STATEMENT OF WORK

### WORKERS' COMPENSATION IDENTIFICATION AND RECOVERY SERVICES

Contractor shall provide Workers' Compensation Identification and Recovery Services (WCIRS) which shall include the identification and recovery of Worker's Compensation (WC) benefits for patients receiving medical treatment in County Facilities.

#### 1.0 DEFINITIONS

The terms used throughout this Agreement and in this Exhibit A – STATEMENT OF WORK, unless otherwise stated shall mean the following:

A. Accepted Account

An Accepted Account is a Referred Account that has been referred to and accepted by the Contractor for recovery and/or identification as potential WC for processing in accordance with the provisions of this WCIRS Agreement.

B. Approved Account

An Approved Account is an account which Contractor has identified as a potential Workers' Compensation account and has been approved by the Facility.

C. Facility(ies)

A Facility is a County of Los Angeles – Department of Health Services (DHS) Facility or DHS contracted health care service provider.

D. Referred Account

A Referred Account is an account that has been forwarded to Contractor by the Facility, in accordance with the provision of this Agreement and as identified in Section 2.0 – SERVICES TO BE PROVIDED, hereinbelow, for Contractor's assessment and acceptance or rejection.

E. Workers' Compensation (WC)

Compensation paid to an employee for injury or occupational disease suffered in connection with employment, paid under a government-supervised insurance system contributed by the employers.

## 2.0 SERVICES TO BE PROVIDED

Contractor shall provide WCIRS for the Facilities as determined by the Director.

### A. Identification Services

1. Contractor shall use County provided data from the Facilities accounts receivable system to identify accounts that have cases pending with the State of California's Workers' Compensation appeals Board. At a minimum, Contractor shall match accounts to the State of California, Division of Workers' Compensation electronic system to identify accounts with pending Workers' Compensation cases.
2. Contractor shall obtain approval by the State of California, Division of Workers' Compensation to receive direct access to WC Appeals Board cases.
3. Contractor shall obtain Facility approval prior to proceeding with WCIRS. Contractor shall provide a list of accounts identified with pending Workers' Compensation. The accounts shall include the following data elements:
  - a. patient's last name,
  - b. first name,
  - c. medical record number,
  - d. account number,
  - e. date of service, and
  - f. charges

### B. Recovery Services (Referred Accounts)

1. After the Department of Health Services (DHS) and its primary contractors have exhausted their collection efforts, County may refer WC accounts where partial payment was made or payment was made incorrectly, or at Director's discretion.
2. County may refer WC accounts for follow up on accounts that have been billed by Facility and no payment has been made.

3. Contractor shall receive Referred Accounts from County and review Referred Accounts for acceptance/rejection.
  4. Contractor shall notify County of accounts accepted/rejected within forty-five (45) calendar days or at a timeframe determined by the Director.
  5. Contractor shall pursue the accepted accounts until final resolution is obtained.
- C. Contractor shall pursue Accepted/Approved Accounts in accordance with the provisions of this Agreement.
- D. For Accepted/Approved Accounts, Contractor shall review admission, medical, discharge and/or visit records of the appropriate Facility to confirm that County provided medical services for each account determined to be WC related and Contractor intends to pursue.
- E. Notwithstanding the paragraphs above, Director has the right to restrict or rescind specific accounts from assignment to Contractor at any time.
- F. Contractor shall develop completed liens and utilize the Electronic Adjudication Management System (EAMS), as appropriate, to file the liens for County for Accepted/Approved Accounts. Contractor shall verify a lien has not been filed by the County's Treasurer and Tax Collector and by any of County's contracted vendors. Contractor shall name County as the benefactor for any and all liens Contractor files.
- G. If County personnel are required to attend hearings and/or settlement conferences, Contractor shall notify Director at a minimum of fifteen (15) calendar days in advance of the hearing/conference date.
- H. Contractor shall accept County's account data from Quadra Med's Affinity system or from any other software system in formats as may be provided by DHS and delivered by upload using File Transfer Protocol (FTP) or other electronic transfer method, CD/DVD, data cartridge, hard copy, or other medium that may become available which includes:
1. Loading/entering the files/data to Contractor's system
  2. Providing DHS with an acknowledgment of receipt of the files/data in a DHS required format
  3. Segregating all DHS accounts from all other contractor accounts

4. Maintaining all necessary safeguards to ensure DHS account information is kept confidential.

Furthermore, Contractor shall have the ability to post accurately any adjustments to the appropriate account for which DHS has deemed such adjustment(s) necessary.

- I. Upon Facility's request, Contractor shall electronically update applicable Facility patient accounts receivable or patient registration system via Excel or other mutually accepted format for the Accounts referred and Accepted Accounts by Contractor.
- J. Contractor shall not pursue accounts from Facility not assigned to Contractor for identification services without requesting and obtaining authority from Facility. However, Contractor may identify accounts not assigned to them but must wait six (6) months after initial receipt of County provided data referenced in Section 2.0, A. Identification Services, hereinabove, to allow the assigned WC vendor time to identify WC accounts. After six (6) months of initial receipt of data, Contractor may present accounts identified as potential WC to Facility for approval.
- K. Contractor shall assist County in making payments to third party (insurance, Medicare, etc.) payers which shall include a system for tracking amounts due to third parties. Contractor shall assist in completing any required third party notifications advising that payment for services was identified as WC and reimbursement is due to the original third party payer.
- L. Contractor shall pursue full reimbursement to maximize recovery for all Accepted/Approved Accounts.
- M. Contractor shall agree to photocopy or extract only the patient related information which is necessary to discover and/or generate required billing information, and to comply with all provisions of its executed Contractor "Employee Acknowledgement and Confidentiality Agreement".
- N. Contractor shall return all account documentation reviewed in the same condition and sequence in which they were originally received.
- O. Contractor shall work cooperatively with County staff and the staff of other Contractors employed by County/DHS for related products or services.
- P. Contractor shall provide personnel to retrieve/photocopy documents when requested by the Director.

- Q. Upon termination of this Agreement, Contractor shall return all Referred Accounts and Accepted/Approved Accounts to County that are unresolved including all supporting documentation within one hundred twenty (120) calendar days of such termination or at a time frame determined by Director.

### **3.0 REFERRED ACCOUNTS RECALLED**

Director shall have the right to recall any specific Referred Accounts or restrict any further action on any specific accounts or account types (collectively referred to as "Recalled Accounts") already assigned to Contractor. The recall notification will be communicated to Contractor either by e-mail or fax, Attachment E, Recall Schedule. Within five (5) business days of receipt of recall notification, Contractor shall discontinue any WCIRS efforts. All account/patient information for the Recalled Account shall be immediately returned to DHS, and Contractor shall not be entitled to a fee or commission for such Recalled Account.

### **4.0 REPORTS**

- A. Each month, Contractor shall provide a listing of newly Accepted/Approved Accounts to each Facility.
- B. Contractor shall provide customized management reports in formats and time frames, at a minimum on a monthly basis or as designated by the Director at no additional cost to County.
- C. Contractor shall provide County with a quarterly written or verbal assessment of each Facility's performance. Any concerns and recommendations to improve WCIRS shall be included in such assessment, or as required by the Director. Concerns and recommendations from the Contractor may alternately be supplied during a scheduled or requested meeting.
- D. Contractor shall maintain a comprehensive written audit trail, including all documentation substantiating all cases pursued and collections made as a result of WCIRS, and provide audit and appeal support to County, including responding to internal and external audit requests for documentation and information. Contractor may interface with the auditors during document review. Contractor shall make available all supporting documentation in the format and frequency requested by the Director.
- E. Contractor shall provide the County with monthly summary reports (Attachment A) for each Facility and DHS in total, reflecting the number of referred accounts, accounts identified as recoverable, gross amount

collected, repayment/refunds, and net amount collected, and fees.

- F. Contractor shall provide Facilities with a monthly detailed status report in the format requested by the Director, reflecting Accepted Accounts which are "active" or "closed" during the reporting month which shall include, in alphabetical sequence by patient's last name and first name, medical record number, account number, referral date, charges by account, latest activity within fifteen (15) calendar days after end of reporting month, or as negotiated with Director.
- G. Contractor shall provide a monthly report for each applicable Facility reflecting all "closed" accounts during the preceding month, which shall include in alphabetical sequence:
  - 1. Patient's last name
  - 2. First name
  - 3. Medical record number
  - 4. Account number
  - 5. Referral date
  - 6. Account amount
  - 7. Date closed
  - 8. Settlement amount
  - 9. Reason

## **5.0 QUALITY CONTROL**

The Contractor shall establish and utilize a comprehensive Quality Control Plan to assure the County a consistently high level of service throughout the term of the Agreement and to ensure that the requirements of the contract are met. The Plan shall be submitted to the County Project Director for review within ten (10) business days prior to the contract start date and within ten (10) business days when changes occur. The plan shall include, but may not be limited to the following:

- A. Method of monitoring to ensure that the Master Agreement requirements are being met;
- B. A record of all inspections conducted by the Contractor, any corrective

action taken, the time a problem was first identified, a clear description of the problem, and the time elapsed between identification and completed corrective action, shall be provided to the County upon request.

#### **6.0 QUALITY ASSURANCE PLAN**

The County will evaluate the Contractor's performance under this Master Agreement using the quality assurance procedures as defined in Paragraph 8.0, sub-paragraph 8.17, County's Quality Assurance Plan of the Master Agreement.

**A. Periodic Meetings**

Contractor is required to attend a scheduled quarterly or bi-monthly meeting, unless requested by the County Project Director for more frequent meetings. Failure to attend will cause an assessment of fifty dollars (\$50.00).

**B. Contract Discrepancy Report**

Verbal notification of a Contract discrepancy will be made to the Contractor Project Manager as soon as possible whenever a Contract discrepancy is identified. The problem shall be resolved within a reasonable time period mutually agreed upon by the County and the Contractor.

The County Project Director will determine whether a formal Contract Discrepancy Report shall be issued. Upon receipt of this document, the Contractor is required to respond in writing to the County Project Director within five (5) business days, acknowledging the reported discrepancies or presenting contrary evidence. A plan for correction of all deficiencies identified in the Contract Discrepancy Report shall be submitted to the County Project Director within ten (10) business days.

**C. County Observations**

In addition to departmental contracting staff, other County personnel may observe performance, activities, and review documents relevant to this Master Agreement at any time during normal business hours. However, these personnel may not unreasonably interfere with the Contractor's performance.

#### **7.0 RESPONSIBILITIES**

The County's and the Contractor's responsibilities are as follows:

##### **COUNTY**

- A. For Contractor to perform the services described in Exhibit A-1 – Statement of Work, County shall cooperate with Contractor by affording access to such financial, medical and other operating data as may be available at the appropriate Facility, and as Contractor may reasonably request and as may be allowed by applicable law, including among other things, the following:

1. Patient demographic, admission, medical, account receivable, and payment/remittance data.
  2. File layouts for each of the files, if necessary.
  3. County may provide Contractor with inventories (electronic or hardcopy) of identified WC accounts being pursued by County Treasurer and Tax Collector or by any of County's contracted vendors. Contractor shall not pursue accounts listed on the inventories provided, and shall return such Referred Accounts to Facility within thirty (30) calendar days.
- B. County does not anticipate assigning any County employees to assist Contractor on a full-time basis regarding services to be provided by Contractor pursuant to this Agreement. However, County personnel will be made available to Contractor, at the Director's discretion, to provide input and assistance to answer questions and provide necessary liaison services between Contractor and County Facilities.
- C. County shall provide and make available various operational or administrative records and statistics on County's health operations as defined in Section 1.0 – Services to Be Provided relevant to performance of Contractor requirements hereunder, and shall be available to Contractor for review and evaluation whenever deemed appropriate and feasible by Director, and as may be allowed by applicable law.
- D. Contractor shall furnish all labor, materials, supplies, personnel, equipment, and administrative support necessary for the provision of all WCIRS to be provided under this Agreement.
- E. At the Director's sole discretion, County may assign space, chairs, and desks for use by Contractor on a non-exclusive basis.
- F. Further, at the Director's sole discretion, County may provide access to automated registration systems, telephones, fax machines, and photocopying equipment, on a non-exclusive basis, for the purpose of Contractor's performance of this Agreement. Contractor is prohibited from use of such equipment for purposes other than for the performance of this Agreement.
- G. The County will administer the Master Agreement according to the Master Agreement, Paragraph 6.0, Administration of Agreement - County. Specific duties will include:
1. Monitoring the Contractor's performance in the daily operation of



- this Agreement.
2. Providing direction to the Contractor in areas relating to policy, information and procedural requirements.
  3. Preparing Amendments in accordance with Paragraph 8.0, sub-paragraph 8.1, Amendments of the Master Agreement.

### **CONTRACTOR**

- A. Contractor shall designate a Project Manager or designated alternate to lead and coordinate Contractor's provision of WCIRS pursuant to this Agreement. County must have access to the Project Manager during the County's normal business hours. The Project Manager shall be required to attend scheduled meetings with County personnel, provide overall management and coordination of this Agreement. The Project Manager shall act as the central point of contact for the Director in all matters regarding this Agreement; and shall respond to all County inquiries, issues and/or complaints within twenty-four (24) hours.
- B. Project Manager shall have three (3) years of experience.
- C. Project Manager/alternate shall have full authority to act for Contractor on all matters relating to the daily operation of the Master Agreement. Project Manager/alternate shall be able to effectively communicate, in English, both orally and in writing.
- B. Contractor shall notify Director, in writing, of the name, telephone number, and e-mail address of Contractor's designated Project Manager within (10) calendar days prior to the effective date of this Agreement.
- C. Notwithstanding any representation by County regarding the participation of County personnel, Contractor assumes sole responsibility for the timely accomplishment of all activities assigned in this Agreement.
- D. Confidentiality  
Contractor's personnel shall be required to sign a confidentiality statement, Attachment F - Contractor Employee Acknowledgement and Confidentiality Agreement prior to receiving any patient information (e.g., patient account information) from County or gaining access to any County information system.
- E. Personnel  
Contractor shall be required to background check their employees as set forth in Paragraph 7.0, Administration of Master Agreement – Contractor, sub-paragraph 7.5, Background & Security Investigations, of the Master

Agreement.

F. Identification Badges

Contractor shall ensure their employees are appropriately identified as set forth in Paragraph 7.0, Administration of Master Agreement – Contractor, sub-paragraph 7.4, Contractor's Staff Identification, of the Master Agreement.

G. Materials and Equipment

The purchase of all materials/equipment to provide the needed services is the responsibility of the Contractor.

H. Training

Contractor shall provide training programs for all new Los Angeles County patient accounting employees and continuing in-service training for all employees to ensure maximization of revenue related to the services the Contractor provides.

I. Contractor's Office

Contractor shall maintain an office with a telephone in the company's name where Contractor conducts business. The office shall be staffed during the hours of 8:00 a.m. to 5:00 p.m., PST, Monday through Friday, by at least one employee who can respond to inquiries, issues and/or complaints which may be received about the Contractor's performance of the Master Agreement. If the office is closed, **the Contractor shall return calls within twenty-four (24) hours or if inquiry, issues and/or complaints are received on Friday, then Contractor shall respond by the next business day.**

**8.0 HOURS/DAY OF WORK**

Contractor must be available during County business hours, Monday through Friday, 8:00 am to 5:00 pm. Contractors usually do not work on County-recognized holidays. County Holidays are available on the LA County website at <http://dpw.lacounty.gov/general/holidays.cfm>

**9.0 SPECIFIC WORK REQUIREMENTS**

- A. Contractor must transmit receipt and acceptance of electronic files referred by the County in two (2) business days.
- B. All payments generated from the provisions of WCIRS, shall be made payable to the County and forwarded directly to the address provided by requesting Facility.
- C. Contractor must stop activities and return Accounts that are recalled within five (5) business days of receipt.

#### 10.0 PERFORMANCE REQUIREMENTS SUMMARY

All listings of services used in the Performance Requirements Summary (PRS), Attachment C, are intended to be completely consistent with the Master Agreement and the SOW, and are not meant in any case to create, extend, revise, or expand any obligation of Contractor beyond that defined in the Master Agreement and the SOW. In any case of apparent inconsistency between services as stated in the Master Agreement and the SOW and this PRS, the meaning apparent in the Master Agreement and the SOW will prevail. If any service seems to be created in this PRS which is not clearly and forthrightly set forth in the Agreement and the SOW, that apparent service will be null and void and place no requirement on Contractor.

## ATTACHMENT A

DETAILED LISTING OF COUNTY FACILITIES  
BY NETWORKS AND CLUSTERS

***Health Services Headquarters/Administration (HSA)***

Facility	Location
Health Services Administration (HSA) Building	313 N. Figueroa St. Los Angeles, CA 90012
Ferguson Building	5555 Ferguson Dr., Commerce, CA 90022
Emergency Medical Services (EMS) Agency	10100 Pioneer Blvd. Suite 200 Sante Fe Springs, CA 90670

***LAC+USC HEALTHCARE NETWORK***

Facility	Location
LAC + USC Medical Center	1200 North State St. Los Angeles, CA 90033
Edward R. Roybal CHC	245 South Fetterly Ave. Los Angeles, CA 90022
El Monte CHC	10953 Ramona Blvd. El Monte, CA 91731
H. Claude Hudson CHC	2829 South Grand Ave. Los Angeles, CA 90077
La Puente HC	15930 Central Ave. La Puente, CA 91744
Juvenile Court Facility	1605 Eastlake Avenue Los Angeles, CA 90030
Central Juvenile Hall	1605 Eastlake Ave. Los Angeles, CA 90033

***METROCARE NETWORK - COASTAL CLUSTER***

Facility	Location
Harbor/UCLA Medical Center	1000 West Carson St. Torrance, CA 90509
Long Beach CHC	1333 Chestnut Ave. Long Beach, CA 90813
Bellflower HC	10005 East Flower St Bellflower, CA 90706
Wilmington HC	1325 Broad Ave. Wilmington, CA 90744

### ***METROCARE NETWORK - SOUTHWEST CLUSTER***

Facility/Structure	Location
MLK Multi-service Ambulatory Care Center (MACC)	12021 S. Wilmington Ave. Los Angeles, CA 90059
Hubert H. Humphrey CHC	5850 South Main St. Los Angeles, CA 90003
Dollarhide HC	1108 North Oleander St. Compton, CA 90220

### ***Rancho Los Amigos National Rehab Center***

Facility	Location
Rancho Los Amigos National Rehabilitation Center	7601 E. Imperial Highway Downey, CA 90242

### ***VALLEY CARE NETWORK***

Facility	Location
Olive View-UCLA Medical Center	14445 Olive View Drive Sylmar, CA 91342
Mid-Valley CHC	7515 Van Nuys Blvd., Van Nuys, CA 91408
San Fernando HC	1212 Pico St. San Fernando, CA 91340
Vaughn Health Center (school based)	1330 Vaughn St. Pacoima, CA 91330

### ***HIGH DESERT HEALTH SYSTEM***

Facility	Location
High Desert Health System MACC	44900 N. 60 <sup>th</sup> Street, West Lancaster, CA 93336
Antelope Valley Health Center	335-B East Ave. K-6 Lancaster, CA 93535
Lake Los Angeles Community Clinic	16921 East Ave O, Space G Lake Los Angeles, CA 93591
Littlerock HC	8201 Pearblossom Highway, Littlerock, CA 93543
South Valley HC	38350 40 <sup>th</sup> St. East Palmdale, CA 93552

ATTACHMENT B

WCIRS

FEE SCHEDULE

Contractor shall be reimbursed on a percentage contingency fee basis for WCIRS, as stated below, of incremental payments collected , less proceeds already recovered through third-party payers, including any interest and/or penalties (e.g., Medicare, Insurance, etc.), in compliance with SOW, Paragraph 2.0, SERVICES TO BE PROVIDED.

WCIRS

Fee Percentage

A. Identification Services

\_\_\_\_%

B. Recovery Services (Referred Accounts)

\_\_\_\_%

Performance Requirements Summary Chart  
Worker's Compensation Identification and Recovery Services

Attachment C

REQUIRED SERVICE/STATEMENT OF WORK REFERENCE	STANDARD OF PERFORMANCE	MAXIMUM ALLOWED DIVIATION (AQL) %	TYPICAL MONITORING METHOD	UNSATISFACTORY PERFORMANCE INDICATOR FOR EXCEEDING AQL
<p><b>Section 2.A.3 Workers Compensation Identification</b></p> <p>Contractor shall provide a list of accounts (to include patient's last name, first name, medical record number, account number, date of service, and charges) identified with pending Workers' Compensation, and Contractor shall obtain Facility approval prior to proceeding with WCIRS.</p>	Request for approval of identified Workers' Compensation Account prior to filing lien.	None	Analyze reports.	\$100 per account will be deducted from the current month's invoice when account is pursued without prior approval.
<p><b>Section 2.B.4 Timely Acceptance of Referred Accounts</b></p> <p>Contractor shall notify County of accounts accepted/rejected within forty five (45) calendar days or at a timeframe determined by the Director.</p>	Accept/Reject Referred Accounts timely, as required in SOW.	None	Analyze reports.	\$100 per business day per account that is not accepted/rejected timely will be deducted from the current month's invoice.
<p><b>Section 3.0 Referred Accounts Recalled</b></p> <p>Within five (5) business days of receipt of recall notification, Contractor shall discontinue any WCIRS efforts. All account/patient information for the Recalled Account shall be immediately returned to DHS, and Contractor shall not be entitled to a fee or commission for such Recalled Account.</p>	Stop collection activities within five (5) business days of receipt of recall notification. Return accounts to DHS immediately.	1 business day late	Review of accounts and reports.	\$100 per account per calendar day not returned will be deducted from the current month's invoice.
<p><b>Section 5.0 Quality Control</b></p> <p>The Contractor shall establish and utilize a comprehensive Quality Control Plan to assure the County a consistently high level of service throughout the term of the Agreement and to ensure that the requirements of the contract are met.</p>	Quality Control Plan shall be submitted to the County Project Director for review within ten (10) business days prior to the contract start date and within ten (10) business days when changes occur.	1 business day late	Receipt and review of plan.	1. \$50 per calendar day after the required 10 business dates have elapsed will be deducted from the current month's invoice. 2. \$100 will be deducted from the current month's invoice if plan is incomplete.
<p><b>Section 7.0 CONTRACTOR.D Confidentiality</b></p> <p>Contractor's personnel shall be required to sign a confidentiality statement prior to receiving any patient information (e.g., patient account information) from the County or gaining access to any County information system.</p>	Employee Acknowledgment and Confidentiality Agreement signed and provided to DHS prior to employee personnel receiving any patient information.	None	Review of Contractor's personnel files.	\$100 per employee when form not signed will be deducted from the current month's invoice.

COUNTY OF LOS ANGELES - DEPARTMENT OF HEALTH SERVICES  
MONTHLY VENDOR SERVICES REPORT  
VENDOR NAME - COLLECTION REPORT  
FOR THE MONTH OF:

ATTACHMENT D

CURRENT MONTH													
FACILITY	TOTAL ACCOUNTS REFERRED TO VENDOR		ACCOUNTS IDENTIFIED AS RECOVERABLE		ACCOUNT & PAYMENT COLLECTED (GROSS)		REPAYMENT/REFUND		NET AMOUNT COLLECTED		VENDOR COMMISSIONS		
	NUMBER	CHARGES	NUMBER	CHARGES	NUMBER	CHARGES	AMOUNT	NUMBER	AMOUNT	NUMBER	CHARGES	AMOUNT	% AMOUNT
										0	\$0.00	\$0.00	\$0.00
										0	\$0.00	\$0.00	\$0.00
										0	\$0.00	\$0.00	\$0.00
										0	\$0.00	\$0.00	\$0.00
										0	\$0.00	\$0.00	\$0.00
										0	\$0.00	\$0.00	\$0.00
TOTAL	0	\$0.00	0	\$0.00	0	\$0.00	\$0.00	0	\$0.00	0	\$0.00	\$0.00	\$0.00

FISCAL YEAR TO DATE													
FACILITY	TOTAL ACCOUNTS REFERRED TO VENDOR		ACCOUNTS IDENTIFIED AS RECOVERABLE		ACCOUNT & PAYMENT COLLECTED (GROSS)		REPAYMENT/REFUND		NET AMOUNT COLLECTED		VENDOR COMMISSIONS		
	NUMBER	CHARGES	NUMBER	CHARGES	NUMBER	CHARGES	AMOUNT	NUMBER	AMOUNT	NUMBER	CHARGES	AMOUNT	%
										0	\$0.00	\$0.00	\$0.00
										0	\$0.00	\$0.00	\$0.00
										0	\$0.00	\$0.00	\$0.00
										0	\$0.00	\$0.00	\$0.00
										0	\$0.00	\$0.00	\$0.00
										0	\$0.00	\$0.00	\$0.00
										0	\$0.00	\$0.00	\$0.00
TOTAL	0	\$0.00	0	\$0.00	0	\$0.00	\$0.00	0	\$0.00	0	\$0.00	\$0.00	\$0.00

ACTIVE INVENTORY AT MONTH END				
FACILITY	PENDING CASES Open Cases with No Collections		UNCOLLECTED BILLED ACCOUNTS Open Cases Partially Collected or Awaiting Payment	
	NUMBER	CHARGES	NUMBER	CHARGES
LAC+USC				
RANCHO				
HUCCLA				
HALKOREW				
OVUCLA				
HD				
TOTAL	0	\$0.00	0	\$0.00

COLUMN HEADING	DESCRIPTION
Total Accounts Referred To Vendor:	Number of cases referred from Facilities to Vendor
Accounts Identified as Recoverable:	Number of cases open for the month
Account & Payment Collected (Gross):	Number and amount of collections for the month
Repayment/Refund:	Repayments to 3rd party, etc on gross amount collected
Net Amount Collected:	Gross payments less repayments
Commissions:	Vendor fee on net amount collected
Pending Cases:	Number and amount for cases with no collections to date
Uncollected Billed Accounts:	Number and amount for billed accounts partially collected or still awaiting fee



COUNTY OF LOS ANGELES - DEPARTMENT OF HEALTH SERVICES

RECALL SCHEDULE

HOSPITAL:

VISIT TYPE: INPATIENT \_\_\_\_\_ OUTPATIENT \_\_\_\_\_

TO:

FROM:

Date: \_\_\_\_\_  
 Page \_\_\_\_\_ of \_\_\_\_\_  
 Batch #: \_\_\_\_\_  
 Batch Date: \_\_\_\_\_  
 DOC Batch: \_\_\_\_\_

PATIENT NAME	MRUN	ACCT#	ADMISSION DATE	WRITE-OFF DATE	ADJ CODE	ADJ AMT	PAYMENT AMT REC'D	PAYMENT DATE	REASON CODE	BATCH NUMBER	REASON CODE
											02 Medicare Payment
											04 Referral Error/Upfront Cash
											05 ATP Adjustment
											08 Worker's Comp. Adjustment
											09 Insurance Adjustment
											10 Partial Payment
											11 Medi-Cal/Medicare Patient
											12 Hospital Insurance Benefits Pending
											13 Property, Accident, Lien or Probate
											14 Insurance Payment
											15 Administrative or Correction
											16 Charge in Dispute
											17 Agency Complaint
											18 Multiple Accounts
											19 New Charges
											20 Other: <b>PAID IN FULL</b>
TOTALS						0.00	0.00				

Noted and Approved: \_\_\_\_\_

CONTRACTOR EMPLOYEE ACKNOWLEDGEMENT AND CONFIDENTIALITY AGREEMENT

(Note: This certification is to be executed and returned to County with Contractor's executed Contract. Work cannot begin on the Contract until County receives this executed document.)

Contractor Name \_\_\_\_\_ Contract No. \_\_\_\_\_

Employee Name \_\_\_\_\_

GENERAL INFORMATION:

Your employer referenced above has entered into a contract with the County of Los Angeles to provide certain services to the County. The County requires your signature on this Contractor Employee Acknowledgement and Confidentiality Agreement.

EMPLOYEE ACKNOWLEDGEMENT:

I understand and agree that the Contractor referenced above is my sole employer for purposes of the above-referenced contract. I understand and agree that I must rely exclusively upon my employer for payment of salary and any and all other benefits payable to me or on my behalf by virtue of my performance of work under the above-referenced contract.

I understand and agree that I am not an employee of the County of Los Angeles for any purpose whatsoever and that I do not have and will not acquire any rights or benefits of any kind from the County of Los Angeles by virtue of my performance of work under the above-referenced contract. I understand and agree that I do not have and will not acquire any rights or benefits from the County of Los Angeles pursuant to any agreement between any person or entity and the County of Los Angeles.

I understand and agree that I may be required to undergo a background and security investigation(s). I understand and agree that my continued performance of work under the above-referenced contract is contingent upon my passing, to the satisfaction of the County, any and all such investigations. I understand and agree that my failure to pass, to the satisfaction of the County, any such investigation shall result in my immediate release from performance under this and/or any future contract.

CONFIDENTIALITY AGREEMENT:

I may be involved with work pertaining to services provided by the County of Los Angeles and, if so, I may have access to confidential data and information pertaining to persons and/or entities receiving services from the County. In addition, I may also have access to proprietary information supplied by other vendors doing business with the County of Los Angeles. The County has a legal obligation to protect all such confidential data and information in its possession, especially data and information concerning health, criminal, and welfare recipient records. I understand that if I am involved in County work, the County must ensure that I, too, will protect the confidentiality of such data and information. Consequently, I understand that I must sign this agreement as a condition of my work to be provided by my employer for the County. I have read this agreement and have taken due time to consider it prior to signing.

I hereby agree that I will not divulge to any unauthorized person any data or information obtained while performing work pursuant to the above-referenced contract between my employer and the County of Los Angeles. I agree to forward all requests for the release of any data or information received by me to my immediate supervisor.

I agree to keep confidential all health, criminal, and welfare recipient records and all data and information pertaining to persons and/or entities receiving services from the County, design concepts, algorithms, programs, formats, documentation, Contractor proprietary information and all other original materials produced, created, or provided to or by me under the above-referenced contract. I agree to protect these confidential materials against disclosure to other than my employer or County employees who have a need to know the information. I agree that if proprietary information supplied by other County vendors is provided to me during this employment, I shall keep such information confidential.

I agree to report to my immediate supervisor any and all violations of this agreement by myself and/or by any other person of whom I become aware. I agree to return all confidential materials to my immediate supervisor upon completion of this contract or termination of my employment with my employer, whichever occurs first.

SIGNATURE: \_\_\_\_\_

DATE: \_\_\_\_/\_\_\_\_/\_\_\_\_

PRINTED NAME: \_\_\_\_\_

POSITION: \_\_\_\_\_

EXHIBIT A-2

**STATEMENT OF WORK  
FOR  
PATIENT ACCOUNT COLLECTIONS LETTERS SERVICES (PACLS)**

EXHIBIT A-2  
STATEMENT OF WORK  
PATIENT ACCOUNT COLLECTION LETTER SERVICES

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ATTACHMENTS

- A. FACILITIES
- B. FEE SCHEDULE
- C. PERFORMANCE REQUIREMENTS SUMMARY

# **PATIENT ACCOUNT COLLECTION LETTER SERVICES**

## **EXHIBIT A-2 STATEMENT OF WORK (SOW)**

### **1.0 SCOPE OF WORK**

DHS utilizes Patient Account Collection Letter Services (PACLS) to collect for healthcare services. Contractor shall provide PACLS for any of the County Facilities listed in Attachment "A" (Facility Location/Services Sites). Contractor to provide Core services, as detailed in sub-paragraph 1.2. Additional optional services as detailed in sub-paragraph 1.3 may be requested in the future from qualified vendors that have bid on these optional services in the RFSQ.

#### **1.1 REFERRAL INFORMATION**

DHS may (1) refer patient accounts classified as "Self Pay" for PACLS that are wholly unpaid and do not have third-party resources such as commercial insurance or Medi-Cal coverage, or (2) utilize PACLS for initial collection efforts or other related collection letter services.

#### **1.2. SERVICES TO BE PROVIDED**

Contractor shall issue collection and non-collection letters, for any DHS inpatient and/or outpatient Self-Pay classified accounts or any other type of DHS account referred to Contractor. Primary responsibilities and/or services to be provided by Contractor shall include, the following core individual tasks and general work duties, procedures, and/or PACLS to be performed by Contractor under this Master Agreement.

##### **1.2.1. Core Letter Services:**

Core services shall be provided at the request of the County Project Director and/or the Facility Contact Person.

All letters listed below must be mailed using the U.S. postal service to the patient's mailing address on file, with the content and timing (e.g., send out date) approved by County Project Director prior to such mailing, for each account referred to Contractor. Contractor shall ensure that the referring facility's telephone number is listed on all letters.

- 1.2.1.1. Data Mailer Service: Contractor shall generate facility specific data mailers. Data mailers will be printed on behalf of the referring facility and contain, but not be limited to, County letterhead information, any customized messages, and County facility telephone number. Data mailers must not contain any references to the Contractor. The Department will direct Contractor on the number of data mailers to be issued for each account referred (i.e., one to three data mailers).
- 1.2.1.2. Collection Letter Service: Contractor shall generate a progressive series of up to three written collection letters with the contents of the collection letter and timing (e.g. send out date) approved by County Project Director prior to such mailing. Collection letters will be printed on behalf of the referring facility and will indicate that the account has been referred to this collection agency for follow up actions. County letterhead information, any customized messages, and County facility telephone number must be included in the letters.
- 1.2.1.3. Non-Collection Letter Service: Contractor shall generate non-collection letters defined as customized messages sent to the patient other than for collection purposes. Non-collection letters will be printed on behalf of the referring facility and will contain, but not be limited to, County letterhead information, and County facility telephone number. Non-collection letters must not contain any references to the Contractor.

- 1.2.2. Contractor shall pre-screen all accounts referred to remove bad addresses (e.g., hospital name, unknown zip codes) before PACLS are performed.
- 1.2.3. Contractor shall maintain an inventory system, in addition to any reports required herein, of patient's accounts referred for PACLS. The inventory system shall be identified by patient's name, and include name of the referring County Facility, account number, medical record number, type of PACLS (e.g., Data Mailer No. 1, Data Mailer No. 2, etc), date letter was sent.
- 1.2.4 Contractor shall maintain copies of letters and/or statements issued which can be identified by patient's name, account number, medical record number, date letter sent out, type of letter (e.g., Data Mailer No. 1, Data Mailer No. 2, etc.) and referring County Facility. Contractor shall be able to retrieve and provide copies of items generated in a reasonable time, not to exceed 2 weeks, upon County Project Director's request. Contractor shall be required to provide, as requested by County Project Director, reports on a weekly, and/or monthly basis which provide, but are not limited to, a detail listing such as patient name, account number, type of letter (e.g., Collection Letter No.1, Collection Letter No. 2, etc.), and date letter was sent, by County facility. Format and data content must be approved by the County before reports are produced.
- 1.2.5. Contractor shall provide weekly and/or monthly reports as directed by County Project Director, which reflect the PACLS performed by Contractor under this Master Agreement by facility and total number of County facilities. Contractor shall further provide at no additional cost to the County, any customized reports related to

this Master Agreement, in the formats and time frames as requested by County Project Director, from time-to-time.

- 1.2.6 Contractor shall not cause any patient's name or account, or any debtor's name or account to be listed with any credit reporting service.
- 1.2.7 Contractor shall readily accept County's referred and/or assigned account data from QuadraMed's Affinity System, and/or any other software in various formats as may be provided by DHS (i.e., electronic media, magnetic tape, hard copy, or other medium that may become available) which include (1) loading/entering the files/data to Contractor's system; (2) providing DHS with an acknowledgment of receipt of the files/data in a DHS required format; (3) segregating all DHS accounts from all other Contractor accounts; and (4) maintaining all necessary safeguards to ensure DHS account information is kept confidential. Furthermore, Contractor shall have the ability to post accurately any adjustments to the appropriate account for which DHS has deemed such adjustment (s) necessary.
- 1.2.8 Contractor shall have specific operational capacities to include automated systems, media capabilities, adequate software programs, and additional sources of data to be used in addition to DHS provided data in order to provide the services described in this Master Agreement, which include production of management and production/operational reports and adequate tracking mechanisms required for such services.

1.2.9 Education:



Contractor must provide tailored education and training program to Los Angeles County facilities to optimize the use of programs and services for maximization of revenue.

### **1.3. OPTIONAL SERVICES**

Optional services shall be provided in addition to the core services at the request of the County Project Director and/or the Facility Contact Person, and in accordance with Master Agreement Paragraph 5, Master Agreement Sum and SOW, Attachment B, Fee Schedule.

#### **1.3.1. Handling Inquiries:**

- 1.3.1.1 Contractor may be required to receive telephone inquiries from the patient and from the referring facility.
- 1.3.1.2. Contractor may be required to respond to correspondence received from the patient that may result after the patient has received a Letter. The response may be in the form of, but not limited to, a letter sent to the patient on Contractor's or County's letterhead, or a telephone call to patient.
- 1.3.1.3 Contractor may be required to respond to payment inquiries from the patient. The response may be in the form of, but not limited to, a telephone call to patient, or a letter sent to the patient on Contractor's or County's letterhead.
- 1.3.1.4 Contractor may be required to process payments from the patient.
- 1.3.1.5 In the event that a patient or a debtor disputes any amount of the balance due on his/her patient's account or liability for payment, Contractor shall inform County Project Director and shall immediately discontinue any PACLS activities on disputed patient's account until directed by County to resume.

#### **1.3.2. Phone Services:**

Contractor may be required to provide courtesy phone services in advance or in conjunction with the Letter Services. Phone services may be automated and customized as requested by County Project Director. Phone services may be made by contractor on behalf of the referring facility (defined as first party calls) and/or be made by Contractor (defined as third party calls). Phone services shall include the County facility telephone number as a call back feature and may or may not contain any references to the Contractor. Payments shall be directed to the referring facility.

1.3.2.1. Automated Outbound Telephone Calls: Contractor may be required to provide automated outbound telephone services.

1.3.2.2. Interactive Voice Recognition System: Contractor may be required to provide Interactive voice recognition system telephone access for account information.

#### **1.3.3. Guarantor Statement Services:**

Contractor may be required to provide guarantor statement processing services in addition to the account based processing.

#### **1.3.4. Payment Options Processing:**

Contractor may be required to provide other payment processing options such as on-line payments, Telephone credit card payment options, etc.

#### **1.3.5. Electronic File images:**

Contractor may be required to provide electronic images of statements and letters suitable for upload into the Affinity System.

## **2.0 ADDITION/DELETION OF FACILITIES, SPECIFIC TASKS AND/OR WORK HOURS**

- 2.1 Contractor shall accept any addition or deletion to facilities as requested by the Director.
- 2.2 All changes must be made in accordance with Paragraph 8.0, sub-paragraph 8.1, Amendments, of the Master Agreement.

## **3.0 QUALITY CONTROL**

The Contractor shall establish and utilize a comprehensive Quality Control Plan to assure the County a consistently high level of service throughout the term of the Agreement and to ensure that the requirements of the contract are met. The Plan shall be submitted to the County Project Director for review within ten (10) business days prior to the contract start date and within ten (10) business days when changes occur. :

- 3.1 Method of monitoring to ensure that the Master Agreement requirements are being met;
- 3.2 A record of all inspections conducted by the Contractor, any corrective action taken, the time a problem was first identified, a clear description of the problem, and the time elapsed between identification and completed corrective action, shall be provided to the County upon request.

## **4.0 QUALITY ASSURANCE PLAN**

The County will evaluate the Contractor's performance under this Master Agreement using the quality assurance procedures as defined in Paragraph 8.0, sub-paragraph 8.17, County's Quality Assurance Plan of the Master Agreement.

### **4.1 Periodic Meetings**

Contractor is required to attend a scheduled quarterly or bi-monthly meeting, unless requested by the County Project Director for more frequent meetings. Failure to attend will cause an assessment of fifty dollars (\$50.00).

#### **4.2 Contract Discrepancy Report**

Verbal notification of a Contract discrepancy will be made to the Contractor Project Manager as soon as possible whenever a Contract discrepancy is identified. The problem shall be resolved within a reasonable time period mutually agreed upon by the County and the Contractor.

The County Project Director will determine whether a formal Contract Discrepancy Report shall be issued. Upon receipt of this document, the Contractor is required to respond in writing to the County Project Director within five (5) business days, acknowledging the reported discrepancies or presenting contrary evidence. A plan for correction of all deficiencies identified in the Contract Discrepancy Report shall be submitted to the County Project Director within ten (10) business days.

#### **4.3 County Observations**

In addition to departmental contracting staff, other County personnel may observe performance, activities, and review documents relevant to this Master Agreement at any time during normal business hours. However, these personnel may not unreasonably interfere with the Contractor's performance.

### **RESPONSIBILITIES**

The County's and the Contractor's responsibilities are as follows:

#### **COUNTY**

##### **5.1 Personnel**

The County will administer the Master Agreement according to the Master Agreement, Paragraph 6.0, Administration of Agreement - County. Specific duties will include:

5.1.1 Monitoring the Contractor's performance in the daily operation of this Agreement.

5.1.2 Providing direction to the Contractor in areas relating to policy, information and procedural requirements.

5.1.3 Preparing Amendments in accordance with Paragraph 8.0, sub-paragraph 8.1, Amendments of the Master Agreement.

## **CONTRACTOR**

### **5.2 Project Manager**

5.2.1 Contractor shall provide a full-time Project Manager or designated alternate. County must have access to the Project Manager during the County's normal business hours.

5.2.2 Project Manager shall act as a central point of contact with the County; and shall respond to all County inquiries within one (1) business day.

5.2.3 Project Manager shall have three (3) years of experience.

5.2.4 Project Manager/alternate shall have full authority to act for Contractor on all matters relating to the daily operation of the Master Agreement. Project Manager/alternate shall be able to effectively communicate, in English, both orally and in writing.

### **5.3 Personnel**

Contractor shall be required to background check their employees as set forth in Paragraph 7.0, Administration of Master Agreement – Contractor, sub-paragraph 7.5, Background & Security Investigations, of the Master Agreement.

### **5.4 Identification Badges**

Contractor shall ensure their employees are appropriately identified as set forth in Paragraph 7.0, Administration of Master Agreement – Contractor, sub-paragraph 7.4, Contractor's Staff Identification, of the Master Agreement.

#### **5.5 Materials and Equipment**

The purchase of all materials/equipment to provide the needed services is the responsibility of the Contractor.

#### **5.6 Training**

Contractor shall provide training programs for all new Los Angeles County patient accounting employees and continuing in-service training for all employees to ensure maximization of revenue related to the services the Contractor provides.

#### **5.7 Contractor's Office**

Contractor shall maintain an office with a telephone in the company's name where Contractor conducts business. The office shall be staffed during the hours of 8:00 a.m. to 5:00 p.m., PST, Monday through Friday, by at least one employee who can respond to inquiries and complaints which may be received about the Contractor's performance of the Master Agreement. When the office is closed, voice mail shall be provided to receive calls. **The Contractor shall answer calls received by the voice mail within one (1) business day of receipt of the call.**

### **6.0 HOURS/DAY OF WORK**

Contractor must be available during County business hours, Monday through Friday, 8:00 am to 5:00 pm. Contractors usually do not work on County-recognized holidays. County Holidays are available on the LA County website at <http://dpw.lacounty.gov/general/holidays.cfm>

### **7.0 SPECIFIC WORK REQUIREMENTS**

- 7.1 Contractor must transmit receipt and acceptance of electronic files referred by the County in two (2) business days.
- 7.2 Upon receiving a PACLS request, the Contractor must affirm and report completion of the task (i.e. data mailer, collection letter, etc.).

- 7.3 Contractor must return results of and remit payment within five (5) days of resulting payments. Both the facility and the Contractor may be able to receive payments.
- 7.4 Contractor must stop activities and return Accounts that are recalled within five (5) business days of receipt, and all funds received on returned Accounts must be forwarded to DHS.

## **8.0 PERFORMANCE REQUIREMENTS SUMMARY**

All listings of services used in the Performance Requirements Summary (PRS), Attachment C, are intended to be completely consistent with the Master Agreement and the SOW, and are not meant in any case to create, extend, revise, or expand any obligation of Contractor beyond that defined in the Master Agreement and the SOW. In any case of apparent inconsistency between services as stated in the Master Agreement and the SOW and this PRS, the meaning apparent in the Master Agreement and the SOW will prevail. If any service seems to be created in this PRS which is not clearly and forthrightly set forth in the Agreement and the SOW, that apparent service will be null and void and place no requirement on Contractor.

## ATTACHMENT A

DETAILED LISTING OF COUNTY FACILITIES  
BY NETWORKS AND CLUSTERS

***Health Services Headquarters/Administration (HSA)***

Facility	Location
Health Services Administration (HSA) Building	313 N. Figueroa St. Los Angeles, CA 90012
Ferguson Building	5555 Ferguson Dr., Commerce, CA 90022
Emergency Medical Services (EMS) Agency	10100 Pioneer Blvd. Suite 200 Sante Fe Springs, CA 90670

***LAC+USC HEALTHCARE NETWORK***

Facility	Location
LAC + USC Medical Center	1200 North State St. Los Angeles, CA 90033
Edward R. Roybal CHC	245 South Fetterly Ave. Los Angeles, CA 90022
El Monte CHC	10953 Ramona Blvd. El Monte, CA 91731
H. Claude Hudson CHC	2829 South Grand Ave. Los Angeles, CA 90077
La Puente HC	15930 Central Ave. La Puente, CA 91744
Juvenile Court Facility	1605 Eastlake Avenue Los Angeles, CA 90030
Central Juvenile Hall	1605 Eastlake Ave. Los Angeles, CA 90033

***METROCARE NETWORK - COASTAL CLUSTER***

Facility	Location
Harbor/UCLA Medical Center	1000 West Carson St. Torrance, CA 90509
Long Beach CHC	1333 Chestnut Ave. Long Beach, CA 90813
Bellflower HC	10005 East Flower St Bellflower, CA 90706
Wilmington HC	1325 Broad Ave. Wilmington, CA 90744



### ***METROCARE NETWORK - SOUTHWEST CLUSTER***

Facility/Structure	Location
MLK Multi-service Ambulatory Care Center (MACC)	12021 S. Wilmington Ave. Los Angeles, CA 90059
Hubert H. Humphrey CHC	5850 South Main St. Los Angeles, CA 90003
Dollarhide HC	1108 North Oleander St. Compton, CA 90220

### ***Rancho Los Amigos National Rehab Center***

Facility	Location
Rancho Los Amigos National Rehabilitation Center	7601 E. Imperial Highway Downey, CA 90242

### ***VALLEY CARE NETWORK***

Facility	Location
Olive View-UCLA Medical Center	14445 Olive View Drive Sylmar, CA 91342
Mid-Valley CHC	7515 Van Nuys Blvd., Van Nuys, CA 91408
San Fernando HC	1212 Pico St. San Fernando, CA 91340
Vaughn Health Center (school based)	1330 Vaughn St. Pacoima, CA 91330

### ***HIGH DESERT HEALTH SYSTEM***

Facility	Location
High Desert Health System MACC	44900 N. 60 <sup>th</sup> Street, West Lancaster, CA 93336
Antelope Valley Health Center	335-B East Ave. K-6 Lancaster, CA 93535
Lake Los Angeles Community Clinic	16921 East Ave O, Space G Lake Los Angeles, CA 93591
Littlerock HC	8201 Pearblossom Highway, Littlerock, CA 93543
South Valley HC	38350 40 <sup>th</sup> St. East Palmdale, CA 93552

ATTACHMENT B

PACLS

FEE SCHEDULE

**Core Letter Services Fees (Appendix A - SOW sub-paragraph 1.2):**

County shall pay \$\_\_\_\_\_ for each Data Mailer prepared by the Contractor.

County shall pay \$\_\_\_\_\_ for each Collection Letter prepared by the Contractor.

County shall pay \$\_\_\_\_\_ for each Non-Collection Letter prepared by the Contractor.

**Optional Services Fees (see Appendix A - SOW, sub-paragraph 1.3):**

County shall pay \$\_\_\_\_\_ for each Handling Inquiry by the Contractor.

County shall pay \$\_\_\_\_\_ for each Telephone Call by the Contractor.

County shall pay \$\_\_\_\_\_ for each Guarantor Statement Services by the Contractor.

County shall pay \$\_\_\_\_\_ for each Payment Options Processing by the Contractor.

County shall pay \$\_\_\_\_\_ for each Electronic File image by the Contractor.

**Postage Rate Increase by the U. S. Post Office:**

County agrees that if the U.S. Postage rate is increased at any time during the term of this Master Agreement, the County shall increase its payment to the Contractor by the same amount as the increase in the applicable U.S. Postage rate upon the effective date of such increase by the US Postal Service for each affected PACLS.

Performance Requirements Summary Chart  
Patient Account Collection Letter and Phone Services

Attachment C

REQUIRED SERVICE (SOW)	STANDARD OF PERFORMANCE	MAXIMUM ALLOWED DIVIATION (AQL) %	TYPICAL MONITORING METHOD	UNSATISFACTORY PERFORMANCE INDICATOR FOR EXCEEDING AQL
Section 3.0 Quality Control	Quality Control Plan maintained and provided as required within 10 business days prior to the contract start date and within 10 business days when changes occur.	1 business day late	Receipt and review of plan.	\$50 per each day late. \$100 if plan is incomplete.
Section 5.2.2 Respond to County inquiries	Respond to inquiries within one (1) business day	1 business day late	Review of the inquiries.	\$100 per day when timeframe is not adhered to.
Section 7.1 Timely Acceptance of Referred account	Contractor must transmit receipt and acceptance of electronic files referred by the County in two (2) business days.	None	Analyze reports.	\$100 per day per batch of accounts that is not accepted per SOW
Section 7.4 Referred Accounts Recalled	Stop collection letter activities and return Accounts within five business days of receipt and all funds received on returned Accounts must be forwarded to DHS.	1 business day late	Review of accounts and reports	\$100 per account per each day not returned.

## COUNTY'S ADMINISTRATION

MASTER AGREEMENT NO. \_\_\_\_\_

### COUNTY PROJECT DIRECTOR (CPD):

Name: \_\_\_\_\_

Title: \_\_\_\_\_

Address: \_\_\_\_\_

\_\_\_\_\_

Telephone: \_\_\_\_\_

Facsimile: \_\_\_\_\_

E-Mail Address: \_\_\_\_\_

### FACILITY CONTACT PERSON (FCP):

Name: \_\_\_\_\_

Title: \_\_\_\_\_

Address: \_\_\_\_\_

\_\_\_\_\_

Telephone: \_\_\_\_\_

Facsimile: \_\_\_\_\_

E-Mail Address: \_\_\_\_\_

## CONTRACTOR'S ADMINISTRATION

\_\_\_\_\_  
CONTRACTOR'S NAME

MASTER AGREEMENT NO. \_\_\_\_\_

### CONTRACTOR'S PROJECT DIRECTOR:

Name: \_\_\_\_\_

Title: \_\_\_\_\_

Address: \_\_\_\_\_

Telephone: \_\_\_\_\_

Facsimile: \_\_\_\_\_

E-Mail Address: \_\_\_\_\_

### CONTRACTOR'S AUTHORIZED OFFICIAL(S)

Name: \_\_\_\_\_

Title: \_\_\_\_\_

Address: \_\_\_\_\_

Telephone: \_\_\_\_\_

Facsimile: \_\_\_\_\_

E-Mail Address: \_\_\_\_\_

Name: \_\_\_\_\_

Title: \_\_\_\_\_

Address: \_\_\_\_\_

Telephone: \_\_\_\_\_

Facsimile: \_\_\_\_\_

E-Mail Address: \_\_\_\_\_

### Notices to Contractor shall be sent to the following address:

Name: \_\_\_\_\_

Title: \_\_\_\_\_

Address: \_\_\_\_\_

Telephone: \_\_\_\_\_

Facsimile: \_\_\_\_\_

E-Mail Address: \_\_\_\_\_

**CONTRACTOR'S EEO CERTIFICATION**

---

Contractor Name

---

Address

---

Internal Revenue Service Employer Identification Number**GENERAL CERTIFICATION**

In accordance with Section 4.32.010 of the Code of the County of Los Angeles, the contractor, supplier, or vendor certifies and agrees that all persons employed by such firm, its affiliates, subsidiaries, or holding companies are and will be treated equally by the firm without regard to or because of race, religion, ancestry, national origin, or sex and in compliance with all anti-discrimination laws of the United States of America and the State of California.

**CONTRACTOR'S SPECIFIC CERTIFICATIONS**

- |  |                              |                             |
|--|------------------------------|-----------------------------|
| 1. The Contractor has a written policy statement prohibiting discrimination in all phases of employment.   | Yes <input type="checkbox"/> | No <input type="checkbox"/> |
| 2. The Contractor periodically conducts a self analysis or utilization analysis of its work force.   | Yes <input type="checkbox"/> | No <input type="checkbox"/> |
| 3. The Contractor has a system for determining if its employment practices are discriminatory against protected groups.  | Yes <input type="checkbox"/> | No <input type="checkbox"/> |
| 4. Where problem areas are identified in employment practices, the Contractor has a system for taking reasonable corrective action, to include establishment of goals or timetables. | Yes <input type="checkbox"/> | No <input type="checkbox"/> |

---

Authorized Official's Printed Name and Title

---

Authorized Official's Signature

---

Date

Title 2 ADMINISTRATION  
Chapter 2.203.010 through 2.203.090  
CONTRACTOR EMPLOYEE JURY SERVICE

Page 1 of 3

**2.203.010 Findings.**

The board of supervisors makes the following findings. The county of Los Angeles allows its permanent, full-time employees unlimited jury service at their regular pay. Unfortunately, many businesses do not offer or are reducing or even eliminating compensation to employees who serve on juries. This creates a potential financial hardship for employees who do not receive their pay when called to jury service, and those employees often seek to be excused from having to serve. Although changes in the court rules make it more difficult to excuse a potential juror on grounds of financial hardship, potential jurors continue to be excused on this basis, especially from longer trials. This reduces the number of potential jurors and increases the burden on those employers, such as the county of Los Angeles, who pay their permanent, full-time employees while on juror duty. For these reasons, the county of Los Angeles has determined that it is appropriate to require that the businesses with which the county contracts possess reasonable jury service policies. (Ord. 2002-0015 § 1 (part), 2002)

**2.203.020 Definitions.**

The following definitions shall be applicable to this chapter:

- A. "Contractor" means a person, partnership, corporation or other entity which has a contract with the county or a subcontract with a county contractor and has received or will receive an aggregate sum of \$50,000 or more in any 12-month period under one or more such contracts or subcontracts.
- B. "Employee" means any California resident who is a full-time employee of a contractor under the laws of California.
- C. "Contract" means any agreement to provide goods to, or perform services for or on behalf of, the county but does not include:
  - 1. A contract where the board finds that special circumstances exist that justify a waiver of the requirements of this chapter; or
  - 2. A contract where federal or state law or a condition of a federal or state program mandates the use of a particular contractor; or
  - 3. A purchase made through a state or federal contract; or
  - 4. A monopoly purchase that is exclusive and proprietary to a specific manufacturer, distributor, or reseller, and must match and inter-member with existing supplies, equipment or systems maintained by the county pursuant to the Los Angeles County Purchasing Policy and Procedures Manual, Section P-3700 or a successor provision; or
  - 5. A revolving fund (petty cash) purchase pursuant to the Los Angeles County Fiscal Manual, Section 4.4.0 or a successor provision; or
  - 6. A purchase card purchase pursuant to the Los Angeles County Purchasing Policy and Procedures Manual, Section P-2810 or a successor provision; or

Title 2 ADMINISTRATION  
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CONTRACTOR EMPLOYEE JURY SERVICE

Page 2 of 3

7. A non-agreement purchase with a value of less than \$5,000 pursuant to the Los Angeles County Purchasing Policy and Procedures Manual, Section A-0300 or a successor provision; or
  8. A bona fide emergency purchase pursuant to the Los Angeles County Purchasing Policy and Procedures Manual, Section PP-1100 or a successor provision.
- D. "Full time" means 40 hours or more worked per week, or a lesser number of hours if:
1. The lesser number is a recognized industry standard as determined by the chief administrative officer, or
  2. The contractor has a long-standing practice that defines the lesser number of hours as full time.
- E. "County" means the county of Los Angeles or any public entities for which the board of supervisors is the governing body. (Ord. 2002-0040 § 1, 2002: Ord. 2002-0015 § 1 (part), 2002)

**2.203.030 Applicability.**

This chapter shall apply to contractors who enter into contracts that commence after July 11, 2002. This chapter shall also apply to contractors with existing contracts which are extended into option years that commence after July 11, 2002. Contracts that commence after May 28, 2002, but before July 11, 2002, shall be subject to the provisions of this chapter only if the solicitations for such contracts stated that the chapter would be applicable. (Ord. 2002-0040 § 2, 2002: Ord. 2002-0015 § 1 (part), 2002)

**2.203.040 Contractor Jury Service Policy.**

A contractor shall have and adhere to a written policy that provides that its employees shall receive from the contractor, on an annual basis, no less than five days of regular pay for actual jury service. The policy may provide that employees deposit any fees received for such jury service with the contractor or that the contractor deduct from the employees' regular pay the fees received for jury service. (Ord. 2002-0015 § 1 (part), 2002)

**2.203.050 Other Provisions.**

- A. Administration. The chief administrative officer shall be responsible for the administration of this chapter. The chief administrative officer may, with the advice of county counsel, issue interpretations of the provisions of this chapter and shall issue written instructions on the implementation and ongoing administration of this chapter. Such instructions may provide for the delegation of functions to other county departments.
- B. Compliance Certification. At the time of seeking a contract, a contractor shall certify to the county that it has and adheres to a policy consistent with this chapter or will have and adhere to such a policy prior to award of the contract. (Ord. 2002-0015 § 1 (part), 2002)



Title 2 ADMINISTRATION  
Chapter 2.203.010 through 2.203.090  
CONTRACTOR EMPLOYEE JURY SERVICE

**2.203.060 Enforcement and Remedies.**

For a contractor's violation of any provision of this chapter, the county department head responsible for administering the contract may do one or more of the following:

1. Recommend to the board of supervisors the termination of the contract; and/or,
2. Pursuant to chapter 2.202, seek the debarment of the contractor. (Ord. 2002-0015 § 1 (part), 2002)

**2.203.070. Exceptions.**

- A. Other Laws. This chapter shall not be interpreted or applied to any contractor or to any employee in a manner inconsistent with the laws of the United States or California.
- B. Collective Bargaining Agreements. This chapter shall be superseded by a collective bargaining agreement that expressly so provides.
- C. Small Business. This chapter shall not be applied to any contractor that meets all of the following:
  1. Has ten or fewer employees during the contract period; and,
  2. Has annual gross revenues in the preceding twelve months which, if added to the annual amount of the contract awarded, are less than \$500,000; and,
  3. Is not an affiliate or subsidiary of a business dominant in its field of operation.

"Dominant in its field of operation" means having more than ten employees and annual gross revenues in the preceding twelve months which, if added to the annual amount of the contract awarded, exceed \$500,000.

"Affiliate or subsidiary of a business dominant in its field of operation" means a business which is at least 20 percent owned by a business dominant in its field of operation, or by partners, officers, directors, majority stockholders, or their equivalent, of a business dominant in that field of operation. (Ord. 2002-0015 § 1 (part), 2002)

**2.203.090. Severability.**

If any provision of this chapter is found invalid by a court of competent jurisdiction, the remaining provisions shall remain in full force and effect. (Ord. 2002-0015 § 1 (part), 2002)

# **SAFELY SURRENDERED BABY LAW**

# *Safely* Surrendered



No shame. No blame. No pain.

In Los Angeles County: 1-877-BABY SAFE • 1-877-224-7723

[www.babyandme.org](http://www.babyandme.org)



# Safely Surrendered Baby Law

## What is the Safely Surrendered Baby Law?

California's Safely Surrendered Baby Law allows parents or other persons, with lawful custody, which means anyone to whom the parent has given permission to confidentially surrender a baby. As long as the baby is three days (72 hours) of age or younger and has not been abused or neglected, the baby may be surrendered without fear of arrest or prosecution.

## How does it work?

A distressed parent who is unable or unwilling to care for a baby can legally, confidentially, and safely surrender a baby within three days (72 hours) of birth. The baby must be handed to an employee at a hospital or fire station in Los Angeles County. As long as the baby shows no sign of abuse or neglect, no name or other information is required. In case the parent changes his or her mind at a later date and wants the baby back, staff will use bracelets to help connect them to each other. One bracelet will be placed on the baby, and a matching bracelet will be given to the parent or other surrendering adult.

## What if a parent wants the baby back?

Parents who change their minds can begin the process of reclaiming their baby within 14 days. These parents should call the Los Angeles County Department of Children and Family Services at 1-800-540-4000.

## Can only a parent bring in the baby?

No. While in most cases a parent will bring in the baby, the Law allows other people to bring in the baby if they have lawful custody.

## Does the parent or surrendering adult have to call before bringing in the baby?

No. A parent or surrendering adult can bring in a baby anytime, 24 hours a day, 7 days a week, as long as the parent or surrendering adult surrenders the baby to someone who works at the hospital or fire station.

## Does the parent or surrendering adult have to tell anything to the people taking the baby?

No. However, hospital or fire station personnel will ask the surrendering party to fill out a questionnaire designed to gather important medical history information, which is very useful in caring for the baby. The questionnaire includes a stamped return envelope and can be sent in at a later time.

## What happens to the baby?

The baby will be examined and given medical treatment. Upon release from the hospital, social workers immediately place the baby in a safe and loving home and begin the adoption process.

## What happens to the parent or surrendering adult?

Once the parent or surrendering adult surrenders the baby to hospital or fire station personnel, they may leave at any time.

## Why is California doing this?

The purpose of the Safely Surrendered Baby Law is to protect babies from being abandoned, hurt or killed by their parents. You may have heard tragic stories of babies left in dumpsters or public bathrooms. Their parents may have been under severe emotional distress. The mothers may have hidden their pregnancies, fearful of what would happen if their families found out. Because they were afraid and had no one or nowhere to turn for help, they abandoned their babies. Abandoning a baby is illegal and places the baby in extreme danger. Too often, it results in the baby's death. The Safely Surrendered Baby Law prevents this tragedy from ever happening again in California.

## A baby's story

Early in the morning on April 9, 2005, a healthy baby boy was safely surrendered to nurses at Harbor-UCLA Medical Center. The woman who brought the baby to the hospital identified herself as the baby's aunt and stated the baby's mother had asked her to bring the baby to the hospital on her behalf. The aunt was given a bracelet with a number matching the one placed on the baby; this would provide some identification in the event the mother changed her mind about surrendering the baby and wished to reclaim the baby in the 14-day period allowed by the Law. The aunt was also provided with a medical questionnaire and said she would have the mother complete and mail back in the stamped return envelope provided. The baby was examined by medical staff and pronounced healthy and full-term. He was placed with a loving family that had been approved to adopt him by the Department of Children and Family Services.

# *Ley de* Entrega de Bebés *Sin Peligro*



*Los recién nacidos pueden ser entregados en forma segura al personal  
de cualquier hospital o centro de atención del Condado de Los Angeles.*

*Sin pena. Sin culpa. Sin nombres.*

En el Condado de Los Angeles: 1-877-OUR-SAFE o 1-877-722-6929

[www.safebaby.org](http://www.safebaby.org)





# Ley de Entrega de Bebés

*Sin Peligro*

*Alta de la Ley de Entrega de*

*Bebés sin Peligro*

La Ley de Entrega de Bebés sin Peligro de California permite la entrega confidencial de un recién nacido por parte de sus padres u otras personas con custodia legal, es decir cualquier persona a quien los padres le hayan dado permiso. Siempre que el bebé tenga tres días (72 horas) de vida o menos, y no haya sufrido abuso ni negligencia, pueden entregar al recién nacido sin temor de ser arrestados o procesados.

*Cada recién nacido, se merece la oportunidad de tener una familia saludable. Si alguien que usted conoce está pensando en abandonar a un recién nacido, asegúrese que tiene tres opciones. El día tres días (72 horas) después del nacimiento, se puede entregar un recién nacido al personal de cualquier hospital o cuartel de bomberos del condado de Los Angeles.*

## ¿Cómo funciona?

El padre/madre con dificultades que no pueda o no quiera cuidar de su recién nacido puede entregarlo en forma legal, confidencial y segura dentro de los tres días (72 horas) del nacimiento. El bebé debe ser entregado a un empleado de cualquier hospital o cuartel de bomberos del Condado de Los Angeles. Siempre que el bebé no presente signos de abuso o negligencia, no será necesario suministrar nombres ni información alguna. Si el padre/madre cambia de opinión posteriormente y desea recuperar a su bebé, los trabajadores utilizarán brazaletes para poder vincularlos. El bebé llevará un brazalete y el padre/madre o el adulto que lo entregue recibirá un brazalete igual.

## ¿Qué pasa si el padre/madre desea recuperar a su bebé?

Los padres que cambien de opinión pueden comenzar el proceso de reclamar a su recién nacido dentro de los 14 días. Estos padres deberán llamar al Departamento de Servicios para Niños y Familias (Department of Children and Family Services) del Condado de Los Angeles al 1-800-540-4000.

## ¿Sólo los padres podrán llevar al recién nacido?

No. Si bien en la mayoría de los casos son los padres los que llevan al bebé, la ley permite que otras personas lo hagan si tienen custodia legal.

## ¿Los padres o el adulto que entrega al bebé deben llamar antes de llevar al bebé?

No. El padre/madre o adulto puede llevar al bebé en cualquier momento, las 24 horas del día, los 7 días de la semana, siempre y cuando entreguen a su bebé a un empleado del hospital o cuartel de bomberos.

## ¿Es necesario que el padre/madre o adulto diga algo a las personas que reciben al bebé?

No. Sin embargo, el personal del hospital o cuartel de bomberos le pedirá a la persona que entregue al bebé que llene un cuestionario con la finalidad de recabar antecedentes médicos importantes, que resulten de gran utilidad para cuidar bien del bebé. El cuestionario incluye un sobre con el sello postal pagado para enviarlo en otro momento.

## ¿Qué pasará con el bebé?

El bebé será examinado y le brindarán atención médica. Cuando le den el alta del hospital, los trabajadores sociales inmediatamente ubicarán al bebé en un hogar seguro donde estará bien atendido, y se comenzará el proceso de adopción.

## ¿Qué pasará con el padre/madre o adulto que entregue al bebé?

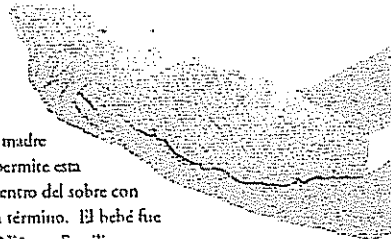
Una vez que los padres o adulto hayan entregado al bebé al personal del hospital o cuartel de bomberos, pueden irse en cualquier momento.

## ¿Por qué se está haciendo esto en California?

La finalidad de la Ley de Entrega de Bebés sin Peligro es proteger a los bebés para que no sean abandonados, lastimados o muertos por sus padres. Usted probablemente haya escuchado historias trágicas sobre bebés abandonados en basureros o en baños públicos. Los padres de esos bebés probablemente hayan estado pasando por dificultades emocionales graves. Las madres pueden haber ocultado su embarazo, por temor a lo que pasaría si sus familias se enteraran. Abandonaron a sus bebés porque tenían miedo y no tenían nadie a quien pedir ayuda. El abandono de un recién nacido es ilegal y pone al bebé en una situación de peligro extremo. Muy a menudo el abandono provoca la muerte del bebé. La Ley de Entrega de Bebés sin Peligro impide que vuelva a suceder esta tragedia en California.

## Historia de un bebé

A la mañana temprano del día 9 de abril de 2005, se entregó un recién nacido saludable a las enfermeras del Harbor-UCLA Medical Center. La mujer que llevó el recién nacido al hospital se dio a conocer como la tía del bebé, y dijo que la madre le había pedido que llevara al bebé al hospital en su nombre. Le entregaron a la tía un brazalete con un número que coincidía con la pulsera del bebé; esto serviría como identificación en caso de que la madre cambiara de opinión con respecto a la entrega del bebé y decidiera recuperarlo dentro del período de 14 días que permite esta ley. También le dieron a la tía un cuestionario médico, y ella dijo que la madre lo llenaría y lo enviaría de vuelta dentro del sobre con franqueo pagado que le habían dado. El personal médico examinó al bebé y se determinó que estaba saludable y a término. El bebé fue ubicado con una buena familia que ya había sido aprobada para adoptarlo por el Departamento de Servicios para Niños y Familias.



## EXHIBIT G

### FORMS REQUIRED AT THE TIME OF MASTER AGREEMENT EXECUTION

- G CONTRACTOR ACKNOWLEDGEMENT AND CONFIDENTIALITY  
AGREEMENT

CONTRACTOR ACKNOWLEDGEMENT AND CONFIDENTIALITY AGREEMENT

(Note: This certification is to be executed and returned to County with Contractor's Master Agreement.)

Contractor Name \_\_\_\_\_

County Master Agreement No. \_\_\_\_\_

GENERAL INFORMATION:

The Contractor referenced above has entered into a Master Agreement with the County of Los Angeles to provide certain services to the County. The County requires the Corporation to sign this Contractor Acknowledgement and Confidentiality Agreement.

CONTRACTOR ACKNOWLEDGEMENT:

Contractor understands and agrees that the Contractor employees, consultants, Outsourced Vendors and independent contractors (Contractor's Staff) that will provide services in the above referenced agreement are Contractor's sole responsibility. Contractor understands and agrees that Contractor's Staff must rely exclusively upon Contractor for payment of salary and any and all other benefits payable by virtue of Contractor's Staff's performance of work under the above-referenced Master Agreement.

Contractor understands and agrees that Contractor's Staff are not employees of the County of Los Angeles for any purpose whatsoever and that Contractor's Staff do not have and will not acquire any rights or benefits of any kind from the County of Los Angeles by virtue of my performance of work under the above-referenced Master Agreement. Contractor understands and agrees that Contractor's Staff will not acquire any rights or benefits from the County of Los Angeles pursuant to any agreement between any person or entity and the County of Los Angeles.

CONFIDENTIALITY AGREEMENT:

Contractor and Contractor's Staff may be involved with work pertaining to services provided by the County of Los Angeles and, if so, Contractor and Contractor's Staff may have access to confidential data and information pertaining to persons and/or entities receiving services from the County. In addition, Contractor and Contractor's Staff may also have access to proprietary information supplied by other vendors doing business with the County of Los Angeles. The County has a legal obligation to protect all such confidential data and information in its possession, especially data and information concerning health, criminal, and welfare recipient records. Contractor and Contractor's Staff understand that if they are involved in County work, the County must ensure that Contractor and Contractor's Staff, will protect the confidentiality of such data and information. Consequently, Contractor must sign this Confidentiality Agreement as a condition of work to be provided by Contractor's Staff for the County.

Contractor and Contractor's Staff hereby agrees that they will not divulge to any unauthorized person any data or information obtained while performing work pursuant to the above-referenced Master Agreement between Contractor and the County of Los Angeles. Contractor and Contractor's Staff agree to forward all requests for the release of any data or information received to County's Project Manager.

Contractor and Contractor's Staff agree to keep confidential all health, criminal, and welfare recipient records and all data and information pertaining to persons and/or entities receiving services from the County, design concepts, algorithms, programs, formats, documentation, Contractor proprietary information and all other original materials produced, created, or provided to Contractor and Contractor's Staff under the above-referenced Master Agreement. Contractor and Contractor's Staff agree to protect these confidential materials against disclosure to other than Contractor or County employees who have a need to know the information. Contractor and Contractor's Staff agree that if proprietary information supplied by other County vendors is provided to me during this employment, Contractor and Contractor's Staff shall keep such information confidential.

Contractor and Contractor's Staff agree to report any and all violations of this agreement by Contractor and Contractor's Staff and/or by any other person of whom Contractor and Contractor's Staff become aware.

Contractor and Contractor's Staff acknowledge that violation of this agreement may subject Contractor and Contractor's Staff to civil and/or criminal action and that the County of Los Angeles may seek all possible legal redress.

SIGNATURE: \_\_\_\_\_

DATE: \_\_\_\_/\_\_\_\_/\_\_\_\_

PRINTED NAME: \_\_\_\_\_

POSITION: \_\_\_\_\_



**AGREEMENT  
CONTRACTOR'S OBLIGATIONS AS A "BUSINESS ASSOCIATE"  
UNDER THE HEALTH INSURANCE PORTABILITY AND ACCOUNTABILITY  
ACT OF 1996 AND THE HEALTH CARE INFORMATION TECHNOLOGY  
FOR ECONOMIC AND CLINICAL HEALTH ACT  
(BUSINESS ASSOCIATE AGREEMENT)**

Under this Agreement, Contractor ("Business Associate") provides services ("Services") to County ("Covered Entity") and Business Associate receives, has access to or creates Protected Health Information in order to provide those Services.

Covered Entity is subject to the Administrative Simplification requirements of the Health Insurance Portability and Accountability Act of 1996, Public Law 104-191 ("HIPAA"), and regulations promulgated thereunder, including the Standards for Privacy of Individually Identifiable Health Information ("Privacy Regulations") and the Health Insurance Reform: Security Standards ("the Security Regulations") at 45 Code of Federal Regulations (C.F.R.) Parts 160 and 164 (together, the "Privacy and Security Regulations"). The Privacy and Security Regulations require Covered Entity to enter into a contract with Business Associate ("Business Associate Agreement") in order to mandate certain protections for the privacy and security of Protected Health Information, and those Regulations prohibit the disclosure to or use of Protected Health Information by Business Associate if such a contract is not in place.

Further, pursuant to the Health Information Technology for Economic and Clinical Health Act, Public Law 111-005 ("HITECH Act"), effective February 17, 2010, certain provisions of the HIPAA Privacy and Security Regulations apply to Business Associates in the same manner as they apply to Covered Entity and such provisions must be incorporated into the Business Associate Agreement.

This Business Associate Agreement and the following provisions are intended to protect the privacy and provide for the security of Protected Health Information disclosed to or used by Business Associate in compliance with HIPAA's Privacy and Security Regulations and the HITECH Act, as they now exist or may hereafter be amended.

Therefore, the parties agree as follows:

**DEFINITIONS**

- 1.1 "Breach" has the same meaning as the term "breach" in 45 C.F.R. § 164.402.

- 1.2 "Disclose" and "Disclosure" mean, with respect to Protected Health Information, the release, transfer, provision of access to, or divulging in any other manner of Protected Health Information outside Business Associate's internal operations or to other than its employees.
- 1.3 "Electronic Health Record" has the same meaning as the term "electronic health record" in the HITECH Act, 42 U.S.C. section 17921. Electronic Health Record means an electronic record of health-related information on an individual that is created, gathered, managed, and consulted by authorized health care clinicians and staff.
- 1.4 "Electronic Media" has the same meaning as the term "electronic media" in 45 C.F.R. § 160.103. Electronic Media means (1) Electronic storage media including memory devices in computers (hard drives) and any removable/transportable digital memory medium, such as magnetic tape or disk, optical disk, or digital memory card; or (2) Transmission media used to exchange information already in electronic storage media. Transmission media include, for example, the internet (wide-open), extranet (using internet technology to link a business with information accessible only to collaborating parties), leased lines, dial-up lines, private networks, and the physical movement of removable/transportable electronic storage media. Certain transmissions, including of paper, via facsimile, and of voice, via telephone, are not considered to be transmissions via electronic media, because the information being exchanged did not exist in electronic form before the transmission. The term "Electronic Media" draws no distinction between internal and external data, at rest (that is, in storage) as well as during transmission.
- 1.5 "Electronic Protected Health Information" has the same meaning as the term "electronic protected health information" in 45 C.F.R. § 160.103. Electronic Protected Health Information means Protected Health Information that is (i) transmitted by electronic media; (ii) maintained in electronic media.
- 1.6 "Individual" means the person who is the subject of Protected Health Information and shall include a person who qualifies as a personal representative in accordance with 45 C.F.R. § 164.502(g).
- 1.7 "Minimum Necessary" refers to the minimum necessary standard in 45 C.F.R. § 162.502 (b) as in effect or as amended.
- 1.8 "Privacy Rule" means the Standards for Privacy of Individually Identifiable Health Information at 45 Code of Federal Regulations (C.F.R.) Parts 160 and 164, also referred to as the Privacy Regulations.

- 1.9 "Protected Health Information" has the same meaning as the term "protected health information" in 45 C.F.R. § 160.103, limited to the information created or received by Business Associate from or on behalf of Covered Entity. Protected Health Information includes information that (i) relates to the past, present or future physical or mental health or condition of an Individual; the provision of health care to an Individual, or the past, present or future payment for the provision of health care to an Individual; (ii) identifies the Individual (or for which there is a reasonable basis for believing that the information can be used to identify the Individual); and (iii) is received by Business Associate from or on behalf of Covered Entity, or is created by Business Associate, or is made accessible to Business Associate by Covered Entity. "Protected Health Information" includes Electronic Health Information.
- 1.10 "Required By Law" means a mandate contained in law that compels an entity to make a Use or Disclosure of Protected Health Information and that is enforceable in a court of law. Required by law includes, but is not limited to, court orders and court-ordered warrants; subpoenas or summons issued by a court, grand jury, a governmental or tribal inspector general, or any administrative body authorized to require the production of information; a civil or an authorized investigative demand; Medicare conditions of participation with respect to health care providers participating in the program; and statutes or regulations that require the production of information, including statutes or regulations that require such information if payment is sought under a government program providing benefits.
- 1.11 "Security Incident" means the attempted or successful unauthorized access, Use, Disclosure, modification, or destruction of information in, or interference with system operations of, an Information System which contains Electronic Protected Health Information. However, Security Incident does not include attempts to access an Information System when those attempts are not reasonably considered by Business Associate to constitute an actual threat to the Information System.
- 1.12 "Security Rule" means the Security Standards for the Protection of Electronic Health Information also referred to as the Security Regulations at 45 Code of Federal Regulations (C.F.R.) Part 160 and 164.
- 1.13 "Services" has the same meaning as in the body of this Agreement.
- 1.14 "Unsecured Protected Health Information" has the same meaning as the term "unsecured protected health information" in 45 C.F.R. § 164.402.

- 1.15 "Use" or "Uses" mean, with respect to Protected Health Information, the sharing, employment, application, utilization, examination or analysis of such Information within Business Associate's internal operations.
- 1.16 Terms used, but not otherwise defined in this Business Associate Agreement shall have the same meaning as those terms in the HIPAA Regulations and HITECH Act.

## **OBLIGATIONS OF BUSINESS ASSOCIATE**

### **2.1 Permitted Uses and Disclosures of Protected Health Information.** Business Associate:

(a) shall Use and Disclose Protected Health Information only as necessary to perform the Services, and as provided in Sections 2.4, 2.5, 2.6, 2.7, 2.8, 2.9, 2.10, 4.3 and 5.2 of this Agreement;

(b) shall Disclose Protected Health Information to Covered Entity upon request;

(c) may, as necessary for the proper management and administration of its business or to carry out its legal responsibilities:

(i) Use Protected Health Information; and

(ii) Disclose Protected Health Information if the Disclosure is Required by Law.

Business Associate shall not Use or Disclose Protected Health Information for any other purpose or in any manner that would constitute a violation of the Privacy Regulations or the HITECH Act if so Used or Disclosed by Covered Entity.

### **2.2 Prohibited Uses and Disclosures of Protected Health Information.** Business Associate:

(a) shall not Use or Disclose Protected Health Information for fundraising or marketing purposes.

(b) shall not disclose Protected Health Information to a health plan for payment or health care operations purposes if the Individual has requested this special restriction and has paid out of pocket in full for the health care item or service to which the Protected Health Information solely relates.

- (c) shall not directly or indirectly receive payment in exchange for Protected Health Information, except with the prior written consent of Covered Entity and as permitted by the HITECH Act. This prohibition shall not effect payment by Covered Entity to Business Associate. Covered Entity shall not provide such written consent except upon express approval of the departmental privacy officer and only to the extent permitted by law, including HIPAA and the HITECH Act.

2.3 Adequate Safeguards for Protected Health Information. Business Associate:

- (a) shall implement and maintain appropriate safeguards to prevent the Use or Disclosure of Protected Health Information in any manner other than as permitted by this Business Associate Agreement. Business Associate agrees to limit the Use and Disclosure of Protected Health Information to the Minimum Necessary in accordance with the Privacy Regulation's minimum necessary standard as in effect or as amended.
- (b) as to Electronic Protected Health Information, shall implement and maintain administrative, physical, and technical safeguards that reasonably and appropriately protect the confidentiality, integrity, and availability of Electronic Protected Health Information; effective February 17, 2010, said safeguards shall be in accordance with 45 C.F.R. Sections 164.308, 164.310, and 164.312, and shall comply with the Security Rule's policies and procedure and documentation requirements.

2.4 Reporting Non-Permitted Use or Disclosure and Security Incidents and Breaches of Unsecured Protected Health Information. Business Associate

- (a) shall report to Covered Entity each Use or Disclosure of Protected Health Information that is made by Business Associate, its employees, representatives, Agents, subcontractors, or other parties under Business Associate's control with access to Protected Health Information but which is not specifically permitted by this Business Associate Agreement or otherwise required by law.
- (b) shall report to Covered Entity each Security Incident of which Business Associate becomes aware.
- (c) shall notify Covered Entity of each Breach by Business Associate, its employees, representatives, agents or subcontractors of Unsecured Protected Health Information that is known to Business Associate or, by exercising reasonable diligence, would have been known to Business Associate. Business Associate shall be deemed to have knowledge of a Breach of Unsecured Protected Health Information if

the Breach is known, or by exercising reasonable diligence would have been known, to any person, other than the person committing the Breach, who is an employee, officer, or other agent of the Business Associate as determined in accordance with the federal common law of agency.

- 2.4.1 Immediate Telephonic Report. Except as provided in Section 2.4.3, notification shall be made immediately upon discovery of the non-permitted Use or Disclosure of Protected Health Information, Security Incident or Breach of Unsecured Protected Health Information by telephone call to [To Be Determined], telephone number 1(800) 711-5366.
- 2.4.2 Written Report. Except as provided in Section 2.4.3, the initial telephonic notification shall be followed by written notification made without unreasonable delay and in no event later than three (3) business days from the date of discovery of the non-permitted Use or Disclosure of Protected Health Information, Security Incident, or Breach by the Business Associate to the Chief Privacy Officer at:

Chief Privacy Officer  
Kenneth Hahn Hall of Administration  
500 West Temple Street  
Suite 525  
Los Angeles, California 90012  
HIPAA@auditor.lacounty.gov  
(213) 974-2166

- (a) The notification required by section 2.4 shall include, to the extent possible, the identification of each Individual whose Unsecured Protected Health Information has been, or is reasonably believed by the Business Associate to have been, accessed, acquired, Used, or Disclosed; and
- (b) The notification required by section 2.4 shall include, to the extent possible, all information required to provide notification to the Individual under 45 C.F.R. 164.404(c), including:
- (i) A brief description of what happened, including the date of the Breach and the date of the discovery of the Breach, if known;

- (ii) A description of the types of Unsecured Protected Health Information that were involved in the Breach (such as whether full name, social security number, date of birth, home address, account number, diagnosis, disability code, or other types of information were involved);
- (iii) Any other details necessary to conduct an assessment of whether there is a risk of harm to the Individual;
- (iv) Any steps Business Associate believes that the Individual could take to protect him or herself from potential harm resulting from the breach;
- (v) A brief description of what Business Associate is doing to investigate the Breach, to mitigate harm to the Individual, and to protect against any further Breaches; and
- (vi) The name and contact information for the person most knowledgeable regarding the facts and circumstances of the Breach.

If Business Associate is not able to provide the information specified in section 2.3.2 (a) or (b) at the time of the notification required by section 2.4.2, Business Associate shall provide such information promptly thereafter as such information becomes available.

2.4.3 Request for Delay by Law Enforcement. Business Associate may delay the notification required by section 2.4 if a law enforcement official states to Business Associate that notification would impede a criminal investigation or cause damage to national security. If the law enforcement official's statement is in writing and specifies the time for which a delay is required, Business Associate shall delay notification, notice, or posting for the time period specified by the official; if the statement is made orally, Business Associate shall document the statement, including the identity of the official making the statement, and delay notification, notice, or posting temporarily and no longer than 30 days from the date of the oral statement, unless a written statement as described in paragraph (a) of this section is submitted during that time.

2.5 Mitigation of Harmful Effect. Business Associate agrees to mitigate, to the extent practicable, any harmful effect that is known to Business Associate

of a Use or Disclosure of Protected Health Information by Business Associate in violation of the requirements of this Business Associate Agreement.

2.6 Breach Notification. Business Associate shall, to the extent Covered Entity determines that there has been a Breach of Unsecured Protected Health Information, provide Breach notification for each and every Breach of Unsecured Protected Health Information by Business Associate, its employees, representatives, agents or subcontractors, in a manner that permits Covered Entity to comply with its obligations under Subpart D, Notification in the Case of Breach of Unsecured PHI, of the Privacy and Security Regulations, including:

- (a) Notifying each Individual whose Unsecured Protected Health Information has been, or is reasonably believed to have been, accessed, acquired, Used, or Disclosed as a result of such Breach;
- (b) The notification required by paragraph (a) of this Section 2.6 shall include, to the extent possible:
  - (i) A brief description of what happened, including the date of the Breach and the date of the discovery of the Breach, if known;
  - (ii) A description of the types of Unsecured Protected Health Information that were involved in the Breach (such as whether full name, social security number, date of birth, home address, account number, diagnosis, disability code, or other types of information were involved);
  - (iii) Any steps the Individual should take to protect him or herself from potential harm resulting from the Breach;
  - (iv) A brief description of what Business Associate is doing to investigate the Breach, to mitigate harm to individuals, and to protect against any further Breaches; and
  - (v) Contact procedures for Individual(s) to ask questions or learn additional information, which shall include a toll-free telephone number, an e-mail address, Web site, or postal address.
  - (vi) The notification required by paragraph (a) of this section shall be written in plain language.



Covered Entity, in its sole discretion, may elect to provide the notification required by this Section 2.6, and Business Associate shall reimburse Covered Entity any and all costs incurred by Covered Entity, including costs of notification, internet posting, or media publication, as a result of Business Associate's Breach of Unsecured Protected Health Information.

- 2.7 Availability of Internal Practices, Books and Records to Government Agencies. Business Associate agrees to make its internal practices, books and records relating to the Use and Disclosure of Protected Health Information available to the Secretary of the federal Department of Health and Human Services for purposes of determining Covered Entity's compliance with the Privacy and Security Regulations. Business Associate shall immediately notify Covered Entity of any requests made by the Secretary and provide Covered Entity with copies of any documents produced in response to such request.
- 2.8 Access to Protected Health Information. Business Associate shall, to the extent Covered Entity determines that any Protected Health Information constitutes a "designated record set" as defined by 45 C.F.R. § 164.501, make the Protected Health Information specified by Covered Entity available to the Individual(s) identified by Covered Entity as being entitled to access and copy that Protected Health Information. Business Associate shall provide such access for inspection of that Protected Health Information within two (2) business days after receipt of request from Covered Entity. Business Associate shall provide copies of that Protected Health Information within five (5) business days after receipt of request from Covered Entity. If Business Associate maintains an Electronic Health Record, Business Associate shall provide such information in electronic format to enable Covered Entity to fulfill its obligations under the HITECH Act.
- 2.9 Amendment of Protected Health Information. Business Associate shall, to the extent Covered Entity determines that any Protected Health Information constitutes a "designated record set" as defined by 45 C.F.R. § 164.501, make any amendments to Protected Health Information that are requested by Covered Entity. Business Associate shall make such amendment within ten (10) business days after receipt of request from Covered Entity in order for Covered Entity to meet the requirements under 45 C.F.R. § 164.526.
- 2.10 Accounting of Disclosures. Upon Covered Entity's request, Business Associate shall provide to Covered Entity an accounting of each Disclosure of Protected Health Information made by Business Associate or its employees, agents, representatives or subcontractors, in order to permit Covered Entity to respond to a request by an Individual for an accounting of disclosures of Protected Health Information in accordance

with 45 C.F.R. § 164.528 and/or the HITECH Act which requires an Accounting of Disclosures of Protected Health Information maintained in an Electronic Health Record for treatment, payment, and health care operations.

*[Optional, to be used when all Uses and Disclosures permitted in order to perform the Services will be for the Covered Entity's payment or health care operations activities: However, Business Associate is not required to provide an Accounting of Disclosures that are necessary to perform the Services because such Disclosures are for either payment or health care operations purposes, or both.]*

Any accounting provided by Business Associate under this Section 2.10 shall include: (a) the date of the Disclosure; (b) the name, and address if known, of the entity or person who received the Protected Health Information; (c) a brief description of the Protected Health Information disclosed; and (d) a brief statement of the purpose of the Disclosure. For each Disclosure that could require an accounting under this Section 2.10, Business Associate shall document the information specified in (a) through (d), above, and shall securely maintain the information for six (6) years from the date of the Disclosure. Business Associate shall provide to Covered Entity, within ten (10) business days after receipt of request from Covered Entity, information collected in accordance with this Section 2.10 to permit Covered Entity to respond to a request by an Individual for an accounting of disclosures of Protected Health Information in accordance with 45 C.F.R. § 164.528. If Business Associate maintains an Electronic Health Record, Business Associate shall provide such information in electronic format to enable Covered Entity to fulfill its obligations under the HITECH Act.

- 2.11 Indemnification. Business Associate shall indemnify, defend, and hold harmless Covered Entity, including its elected and appointed officers, employees, and agents, from and against any and all liability, including but not limited to demands, claims, actions, fees, costs, penalties and fines (including regulatory penalties and/or fines), and expenses (including attorney and expert witness fees), arising from or connected with Business Associate's acts and/or omissions arising from and/or relating to this Business Associate Agreement; Business Associate's obligations under this provision extend to compliance and/or enforcement actions and/or activities, whether formal or informal, of Secretary of the federal Department of Health and Human Services and/or Office for Civil Rights.

### 3.0 OBLIGATION OF COVERED ENTITY

- 3.1 Obligation of Covered Entity. Covered Entity shall notify Business Associate of any current or future restrictions or limitations on the use of Protected Health Information that would affect Business Associate's performance of the Services, and Business Associate shall thereafter restrict or limit its own uses and disclosures accordingly.

### 4.0 TERM AND TERMINATION

- 4.1 Term. The term of this Business Associate Agreement shall be the same as the term of this Agreement. Business Associate's obligations under Sections 2.1 (as modified by Section 4.2), 2.4, 2.5, 2.6, 2.7, 2.8, 2.9, 2.10, 4.3 and 5.2 shall survive the termination or expiration of this Agreement.

- 4.2 Termination for Cause. In addition to and notwithstanding the termination provisions set forth in this Agreement, upon either party's knowledge of a material breach by the other party, the party with knowledge of the other party's breach shall:

- (a) Provide an opportunity for the breaching party to cure the breach or end the violation and terminate this Agreement if the breaching party does not cure the breach or end the violation within the time specified by the non-breaching party;
- (b) Immediately terminate this Agreement if a party has breached a material term of this Agreement and cure is not possible; or
- (c) If neither termination nor cure is feasible, report the violation to the Secretary of the federal Department of Health and Human Services.

- 4.3 Disposition of Protected Health Information Upon Termination or Expiration.

- (a) Except as provided in paragraph (b) of this section, upon termination for any reason or expiration of this Agreement, Business Associate shall return or destroy all Protected Health Information received from Covered Entity, or created or received by Business Associate on behalf of Covered Entity. This provision shall apply to Protected Health Information that is in the possession of subcontractors or agents of Business Associate. Business Associate shall retain no copies of the Protected Health Information.
- (b) In the event that Business Associate determines that returning or destroying the Protected Health Information is infeasible, Business Associate shall provide to Covered Entity notification of the conditions

that make infeasible. If return or destruction is infeasible, Business Associate shall extend the protections of this Business Associate Agreement to such Protected Health Information and limit further Uses and Disclosures of such Protected Health Information to those purposes that make the return or destruction infeasible, for so long as Business Associate maintains such Protected Health Information.

## 5.0 MISCELLANEOUS

- 5.1 No Third Party Beneficiaries. Nothing in this Business Associate Agreement shall confer upon any person other than the parties and their respective successors or assigns, any rights, remedies, obligations, or liabilities whatsoever.
- 5.2 Use of Subcontractors and Agents. Business Associate shall require each of its agents and subcontractors that receive Protected Health Information from Business Associate, or create Protected Health Information for Business Associate, on behalf of Covered Entity, to execute a written agreement obligating the agent or subcontractor to comply with all the terms of this Business Associate Agreement.
- 5.3 Relationship to Services Agreement Provisions. In the event that a provision of this Business Associate Agreement is contrary to another provision of this Agreement, the provision of this Business Associate Agreement shall control. Otherwise, this Business Associate Agreement shall be construed under, and in accordance with, the terms of this Agreement.
- 5.4 Regulatory References. A reference in this Business Associate Agreement to a section in the Privacy and/or Security Regulations means the section as in effect or as amended.
- 5.5 Interpretation. Any ambiguity in this Business Associate Agreement shall be resolved in favor of a meaning that permits Covered Entity to comply with the Privacy and Security Regulations.
- 5.6 Amendment. The parties agree to take such action as is necessary to amend this Business Associate Agreement from time to time as is necessary for Covered Entity to comply with the requirements of the Privacy and Security Regulations and other privacy laws governing Protected Health Information

Title 2 ADMINISTRATION  
Chapter 2.206 DEFAULTED PROPERTY TAX REDUCTION PROGRAM

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## 2.206.010 Findings and declarations.

The Board of Supervisors finds that significant revenues are lost each year as a result of taxpayers who fail to pay their tax obligations on time. The delinquencies impose an economic burden upon the County and its taxpayers. Therefore, the Board of Supervisors establishes the goal of ensuring that individuals and businesses that benefit financially from contracts with the County fulfill their property tax obligation. (Ord. No. 2009-0026 § 1 (part), 2009.)

## 2.206.020 Definitions.

The following definitions shall be applicable to this chapter:

- A. "Contractor" shall mean any person, firm, corporation, partnership, or combination thereof, which submits a bid or SOQ or enters into a contract or agreement with the County.
- B. "County" shall mean the county of Los Angeles or any public entities for which the Board of Supervisors is the governing body.
- C. "County Property Taxes" shall mean any property tax obligation on the County's secured or unsecured roll; except for tax obligations on the secured roll with respect to property held by a Contractor in a trust or fiduciary capacity or otherwise not beneficially owned by the Contractor.
- D. "Department" shall mean the County department, entity, or organization responsible for the solicitation and/or administration of the contract.
- E. "Default" shall mean any property tax obligation on the secured roll that has been deemed defaulted by operation of law pursuant to California Revenue and Taxation Code section 3436; or any property tax obligation on the unsecured roll that remains unpaid on the applicable delinquency date pursuant to California Revenue and Taxation Code section 2922; except for any property tax obligation dispute pending before the Assessment Appeals Board.
- F. "Solicitation" shall mean the County's process to obtain bids or SOQs for goods and services.
- G. "Treasurer-Tax Collector" shall mean the Treasurer and Tax Collector of the County of Los Angeles. (Ord. No. 2009-0026 § 1 (part), 2009.)

## 2.206.030 Applicability.

This chapter shall apply to all solicitations issued 60 days after the effective date of the ordinance codified in this chapter. This chapter shall also apply to all new, renewed, extended, and/or amended contracts entered into 60 days after the effective date of the ordinance codified in this chapter. (Ord. No. 2009-0026 § 1 (part), 2009.)

## 2.206.040 Required solicitation and contract language.

All solicitations and all new, renewed, extended, and/or amended contracts shall contain language which:

- A. Requires any Contractor to keep County Property Taxes out of Default status at all times during the term of an awarded contract;
- B. Provides that the failure of the Contractor to comply with the provisions in this chapter may prevent the Contractor from being awarded a new contract; and
- C. Provides that the failure of the Contractor to comply with the provisions in this chapter may constitute a material breach of an existing contract, and failure to cure the breach within 10 days of notice by the County by paying the outstanding County Property Tax or making payments in a manner agreed to and approved by the Treasurer-Tax Collector, may subject the contract to suspension and/or termination. (Ord. No. 2009-0026 § 1 (part), 2009.)

#### 2.206.050 Administration and compliance certification.

- A. The Treasurer-Tax Collector shall be responsible for the administration of this chapter. The Treasurer-Tax Collector shall, with the assistance of the Chief Executive Officer, Director of Internal Services, and County Counsel, issue written instructions on the implementation and ongoing administration of this chapter. Such instructions may provide for the delegation of functions to other departments.
- B. Contractor shall be required to certify, at the time of submitting any bid or SOQ to the County, or entering into any new contract, or renewal, extension or amendment of an existing contract with the County, that it is in compliance with this chapter is not in Default on any County Property Taxes or is current in payments due under any approved payment arrangement.  
(Ord. No. 2009-0026 § 1 (part), 2009.)

#### 2.206.060 Exclusions/Exemptions.

- A. This chapter shall not apply to the following contracts:
  1. Chief Executive Office delegated authority agreements under \$50,000;
  2. A contract where federal or state law or a condition of a federal or state program mandates the use of a particular contractor;
  3. A purchase made through a state or federal contract;
  4. A contract where state or federal monies are used to fund service related programs, including but not limited to voucher programs, foster care, or other social programs that provide immediate direct assistance;
  5. Purchase orders under a master agreement, where the Contractor was certified at the time the master agreement was entered into and at any subsequent renewal, extension and/or amendment to the master agreement.
  6. Purchase orders issued by Internal Services Department under \$100,000 that is not the result of a competitive bidding process.
  7. Program agreements that utilize Board of Supervisors' discretionary funds;
  8. National contracts established for the purchase of equipment and supplies for and by the National Association of Counties, U.S. Communities Government Purchasing Alliance, or any similar related group purchasing organization;
  9. A monopoly purchase that is exclusive and proprietary to a specific manufacturer, distributor, reseller, and must match and inter-member with existing supplies, equipment or systems maintained by the county pursuant to the Los Angeles Purchasing Policy and Procedures Manual, section P-3700 or a successor provision;
  10. A revolving fund (petty cash) purchase pursuant to the Los Angeles County Fiscal Manual, section 4.6.0 or a successor provision;
  11. A purchase card purchase pursuant to the Los Angeles County Purchasing Policy and Procedures Manual, section P-2810 or a successor provision;
  12. A non-agreement purchase worth a value of less than \$5,000 pursuant to the Los Angeles County Purchasing Policy and Procedures Manual, section A-0300 or a successor provision; or
  13. A bona fide emergency purchase pursuant to the Los Angeles County Purchasing Policy and Procedures Manual section P-0900 or a successor provision;

14. Other contracts for mission critical goods and/or services where the Board of Supervisors determines that an exemption is justified.

B. Other laws. This chapter shall not be interpreted or applied to any Contractor in a manner inconsistent with the laws of the United States or California. (Ord. No. 2009-0026 § 1 (part), 2009.)

2.206.070 Enforcement and remedies.

A. The information furnished by each Contractor certifying that it is in compliance with this chapter shall be under penalty of perjury.

B. No Contractor shall willfully and knowingly make a false statement certifying compliance with this chapter for the purpose of obtaining or retaining a County contract.

C. For Contractor's violation of any provision of this chapter, the County department head responsible for administering the contract may do one or more of the following:

1. Recommend to the Board of Supervisors the termination of the contract; and/or,
2. Pursuant to chapter 2.202, seek the debarment of the contractor; and/or,
3. Recommend to the Board of Supervisors that an exemption is justified pursuant to Section 2.206.060.A.14 of this chapter or payment deferral as provided pursuant to the California Revenue and Taxation Code. (Ord. No. 2009-0026 § 1 (part), 2009.)

2.206.080 Severability.

If any provision of this chapter is found invalid by a court of competent jurisdiction, the remaining provisions shall remain in full force and effect. (Ord. No. 2009-0026 § 1 (part), 2009.)